

# STATE OF NORTH DAKOTA

ACCOUNTS RECEIVABLE MANUAL

PEOPLESOFT VERSION 8.4



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# Disclaimer

Written by MAXIMUS, ERP Solutions Division, March 204.

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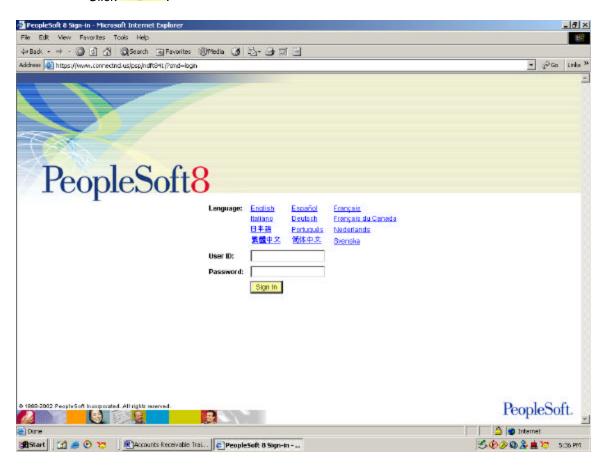
## **Exclusion**

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# Signing into PeopleSoft

- · Enter your unique User ID and Password.
- Click Sign In



## Effective Dates within PeopleSoft

• EFFECTIVE DATES are very important in PeopleSoft. When you enter information, it is important that you effective date it with either the date that you entered the information, or a future/past date that the information became active. Therefore, if a customer has an address change effective the end of the current month. You can bring up the customer and ADD a new row using the 

→ icon. It is important that you do not just change the current information in the system. This will lead to processing problems down the line since the information within the database is linked to each other. The proper



way to add or change information is to add a new row and effective date it with the proper information. In our example above, you would effective date the new address with the date for the end of the month (when the move is to occur). PeopleSoft will choose which information to use based on the effective date that is the closed to the current date (not including future dates).

- INACTIVATING information within PeopleSoft also works with Effective Dates. If you wanted to inactivate a piece of information, you would bring up the customer and ADD a new row using the 

  → icon. It is important that you do not just change the current status to INACTIVE in the system. This will lead to processing problems down the line since the information within the database is linked to each other. The proper way to Inactivate information is to add a new row and effective date. Change the new row's status to INACTIVE. This way you retain history and processing does not have inactive information tied to it.
- CORRECTION MODE should not be used to change information. The proper way to change information is by adding a new row with a new effective date.
- RUN CONTROLS: It is important that you set up unique Run Controls for each different process that you will be running. If at any time your process fails over and over again, your Run Control could have become corrupted. At that time, create a new Run Control and rerun the process. Sometimes this will work. If not, contact your IT support person for help.

#### PeopleSoft Icons to Remember

- Search: Will do a search based on searching criteria and bring up valid values.
- Clear: Will clear the search dialog page of any values so that you can reenter information.
- A: Will bring up a list of valid values.
- III: Will bring up a calendar that you can use to specify a date.
- Click on the drop down box to see a list of valid values that you can choose from.
- Hyperlink: Click on the hyperlink to go to the specified page.
- Save : Will Save the page.
- Refresh: Will refresh the data on the Process Monitor.
- Process: Will initiate the process specified.
- QReturn to Search: Will return to the search dialog page.



- • Next in List

   Will show the next entry in the list.
- Will add another value.
- **+**: Will add another line.
- Will delete another line.
- Totals <u>Find</u> | View All First **1** of 1 **1** 
  - : Will allow you to view all or selected lines.
- Select All: Will select all values in the list.
- Deselect All: Will deselect all values in the list.
- New Window : Will open a new PeopleSoft Internet page.
- Run : Will run the process.
- Lookup: Will perform a search based on the searching criteria.
- Will refresh or build the page.
- 🐬 : Will create entries.
- Will delete entries.



# Pending Items

## **External Pending Items**

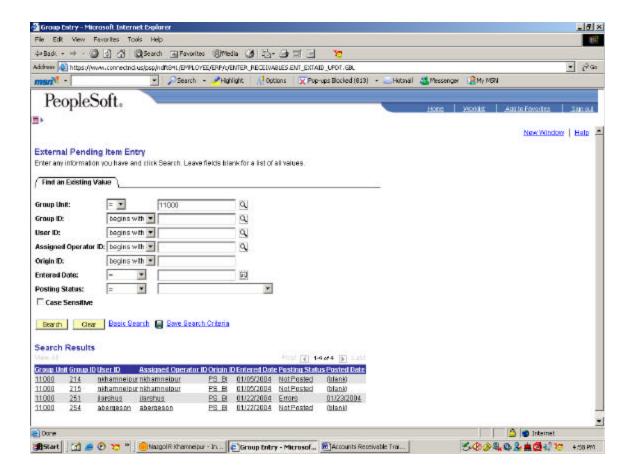
Accounts Receivable > Pending Items > External Items > Group Entry

Pending items enter the system in one of two ways: you can import them from a billing interface or add them manually. At first glance the pages used for reviewing pending items loaded using a billing interface and for entering items online look the same. However, they require a different navigation path and the path you use determines what information can be displayed or updated. External Pending Items are those that have been imported from the PeopleSoft Billing – Single Action Invoice process.

NOTE: PeopleSoft Receivables distinguishes between *items* (posted receivables) and *pending items* (information that has been entered into or created by the system but hasn't yet been posted). During the Receivable Update process, the system uses the pending items to update customer balances—either by creating new items or by adding item activity lines to existing items.

- Group Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Group ID: Click to see a list of valid values.
- User ID: Click to see a list of valid values.
- Posting Status: Click to see a list of valid values.
  - All Status
  - Complete
  - Errors
  - Not Posted
- Click Search.

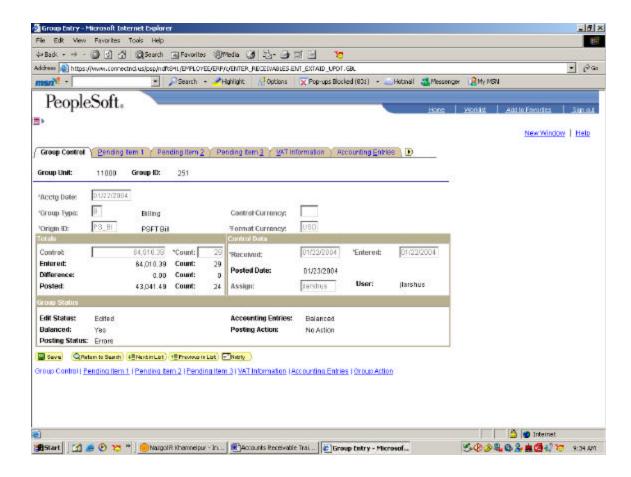




Highlight and click on the appropriate Group ID that you are searching for.

NOTE: You should not be making any changes to the external pending item since the information is originating in PeopleSoft Billing. Only click the option on the Group Action tab or correct errors if the group has a posting status of Error (Example Group ID 251 – above)

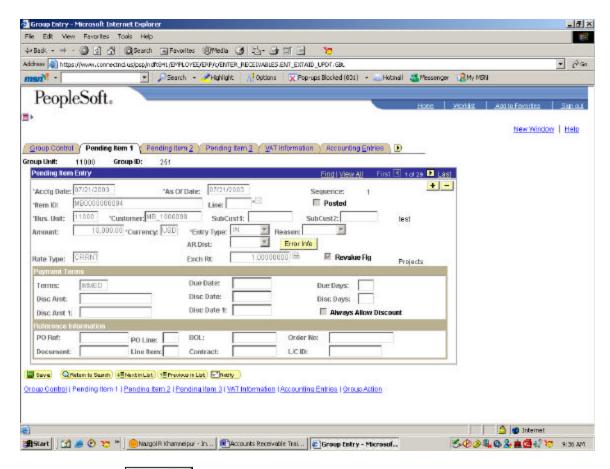




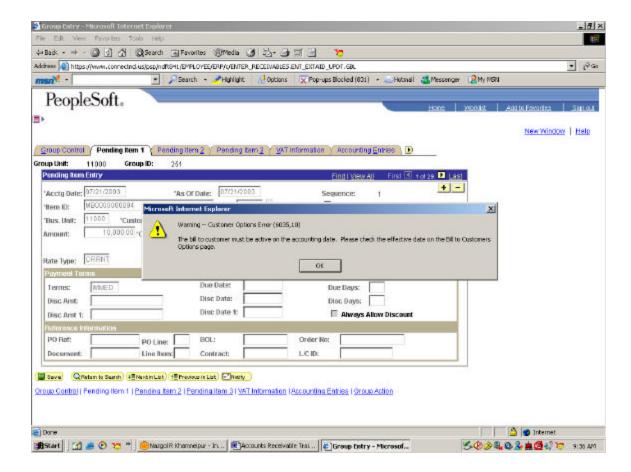
NOTE: In the example above there are 29 lines totaling \$64,010.39. Out of those 29 lines, 24 of those are in error and need to be corrected.

Click on the Pending Item 1 tab to see the lines in Error status.







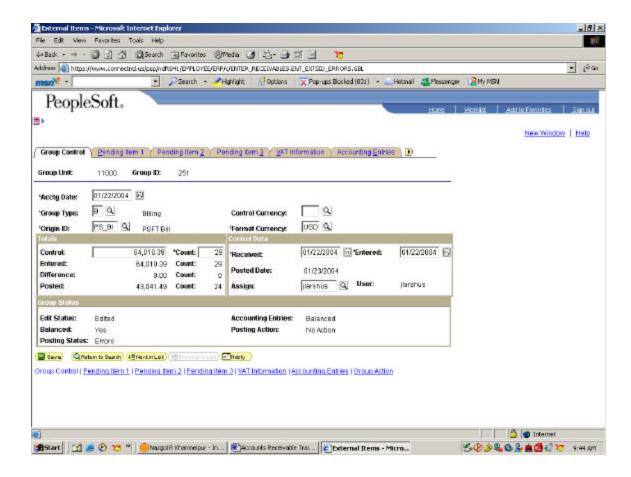


NOTE: In the example above the Customer is not active as of the invoice date. The customer effective date has to be updated to prior to the invoice date for the pending item to post.

 You can navigate to Correct Posting Errors menu page to access and correct data.

Accounts Receivable > Update Receivables > Correct Posting Errors > External Items





NOTE: If the most part, you will not be accessing external pending items. They should post after Single Action Invoice and Receivable Update is run. However, if Post Later was not selected as the option when running Single Action Invoice in Billing, you will need to navigate here and select the Post Now option on the Group Action page.

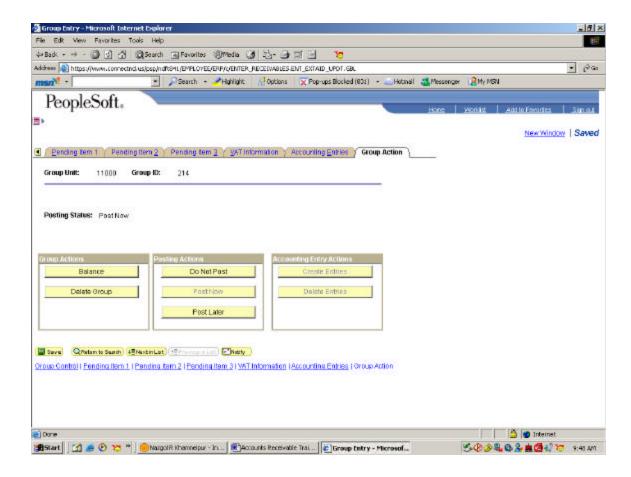




Click
 Post Now







• Run the 'Receivable Update' Process

After pending items are in the system, you post them to PeopleSoft Receivables using the Receivable Update process (AR\_UPDATE), which updates the customer balance. If there are errors during posting, the process does not post the pending items, and you use the pending item error correction pages to correct whatever errors were found.

## Online Pending Items

Accounts Receivable > Pending Items > Online Items > Group Entry

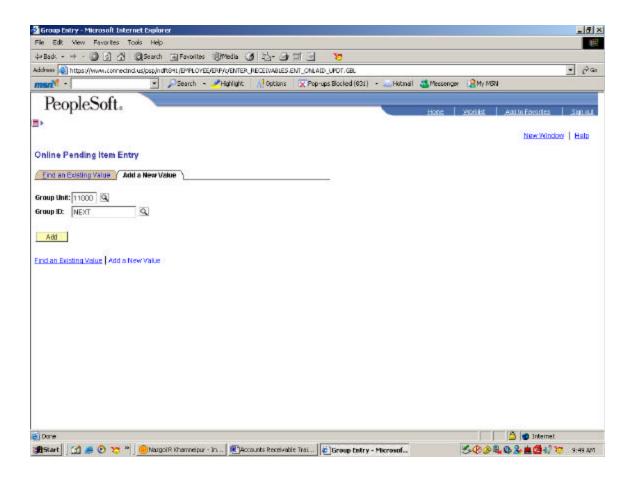
Pending items enter the system in one of two ways: you can import them from a billing interface or add them manually. At first glance the pages used for reviewing pending items loaded using a billing interface and for entering items online look the same.



However, they require a different navigation path and the path you use determines what information can be displayed or updated. Online Pending Items are those that have been added manually into PeopleSoft Accounts Receivable.

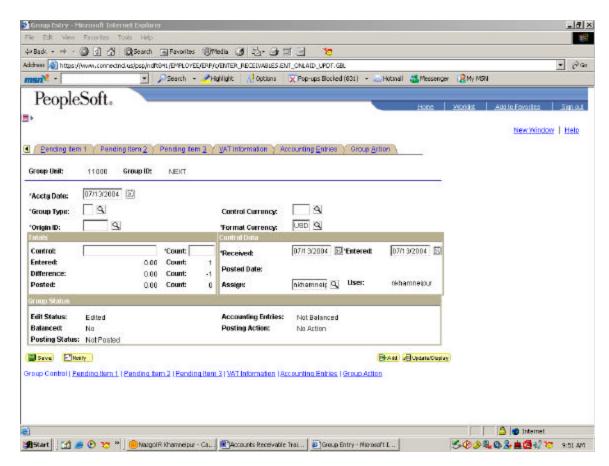
NOTE: PeopleSoft Receivables distinguishes between *items* (posted receivables) and *pending items* (information that has been entered into or created by the system but hasn't yet been posted). During the Receivable Update process, the system uses the pending items to update customer balances—either by creating new items or by adding item activity lines to existing items.

- Group Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Group ID: NEXT. When you save this page, the system assigns the next available group ID.
  - You may either leave NEXT so that a Group ID will be assigned upon saving, or assign a Group ID yourself



Click Add





 Acctg Date: Enter the appropriate accounting date. The accounting date defaults to current date. Click to see a calendar. The date determines the fiscal year and accounting period to which the pending item is posted. It also serves as the effective date for this page

Group Type: B

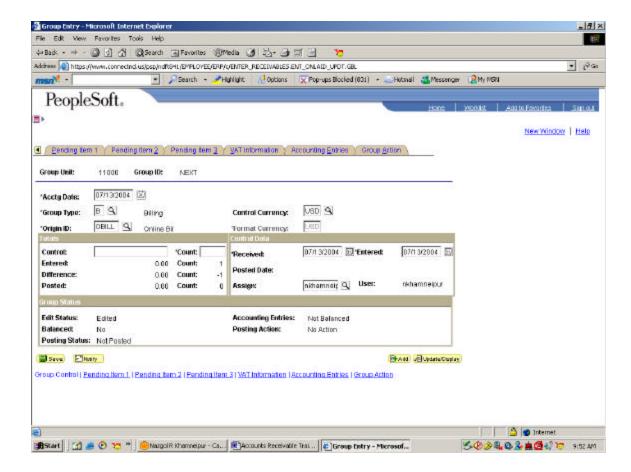
Origin ID: OBILL

Control Currency: USD

Format Currency: USD

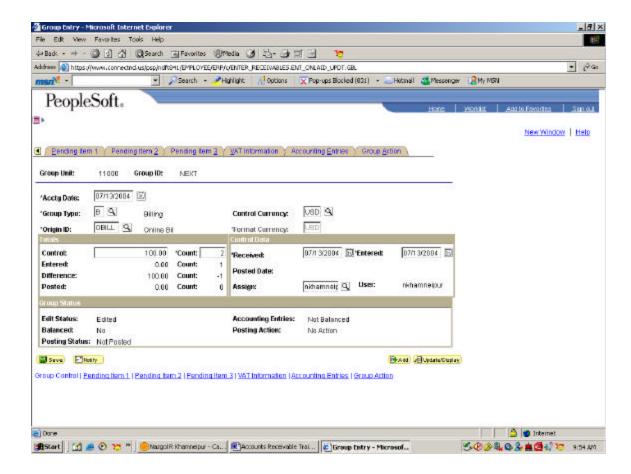






- Enter the appropriate 'Totals Control' and 'Count':
  - Enter the group control totals: the total dollar amount of pending items in this group and the control count (the total number of pending items in this group).
  - The system compares the control amount and counts with the entered amount and count and calculates the difference.
  - The control amount must match the entered totals amount before you can post the pending items in this group. In other words, the Difference should be 0.
  - After a group is posted, you can view the **Posted** amount and count for the group using inquiry pages





- 'Control Data Received' and 'Entered':
  - Defaults to current date.
  - Used to indicate when the group was received into the system and when items were entered.
  - Use these fields to indicate processing delays, such as a department receiving the credit memo on Thursday, but did not enter them until Friday.
- 'Assign': Your user ID appears in the **User** field. If another user will enter pending item information, enter the other user ID in the **Assign** field.
- View the 'Group Status' section for more information in regards to the Pending Item.

<u>Edit Status:</u> Displays whether or not pending items have been edited. Edited indicates that pending items have been edited. (Most online groups have a status of Edited.) Not Edited indicates that external groups have not yet been processed by the Receivable Update process.

**Balanced:** Indicates that the system has balanced the online group. If No, the pending item group has not yet been processed by Receivable Update and the group may not



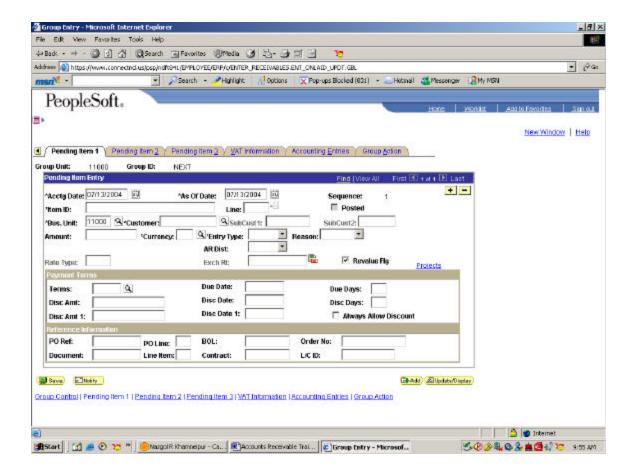
actually be out of balance. To determine if a group is really out of balance, click the Balance button on the Group Action page.

<u>Posting Status:</u> Displays whether or not pending items have been posted. Not Posted indicates that the groups have not yet been processed by the Receivable Update process. After Receivable Update runs, the posting status is either Errors or Complete.

<u>Accounting Entries:</u> Indicates whether accounting entries for pending items are Balanced or Not Balanced.

<u>Posting Action:</u> Displays the action you selected on the Group Action page: No Action, Post Now. or Post Later.

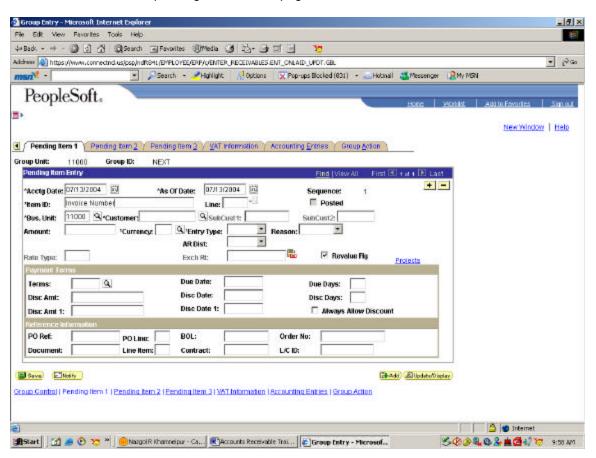
Click on the 'Pending Item 1' tab.



- Click to add multiple lines. However all relevant information for each line will need to be completed.
- 'Acctg Date'.



- This default is the date entered on the Group Control page.
- It determines the fiscal year and accounting period used to post the item for both PeopleSoft Receivables and PeopleSoft General Ledger.
- Click to see a calendar.
- 'As of Date':
  - Usually the same as the accounting date.
  - You may use a different date for aging.
  - You can also use this date to record the invoice date used to calculate payment terms.
  - Click to see a calendar.
- Enter the appropriate 'Item ID':
  - Enter a number that describes the pending item, such as the invoice number.
  - As you enter pending items, the system assigns each row a Sequence number, which appears as you scroll through the pending items on the page.





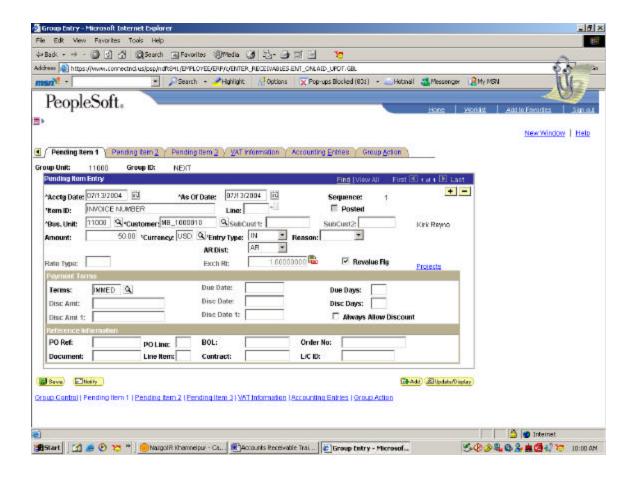
- 'Business Unit': Defaults to Group Unit. Click to search BU (if needed).
- Enter the appropriate 'Customer ID'. Click to see a list of valid values.
- Enter the appropriate 'Amount'
- Currency: USD
- Enter the appropriate 'Entry Type'.
  - Entry types and entry reasons are among the most important pieces of information associated with a pending item.
  - They determine how accounting entries are created, are carried with the pending item through posting, are considered when history is generated, are used as identifiers for open items, how items are aged, and if accounting entries are included on customer correspondence and drafts.
  - Choose from:
    - 'IN' Invoice
    - 'CR' Credit

NOTE: If the Invoice is a credit memo, than the dollar amount has to be negative.

- Enter the appropriate 'AR Dist': AR
  - The AR Dist code governs the ChartFields that are used when the system generates accounting entries.

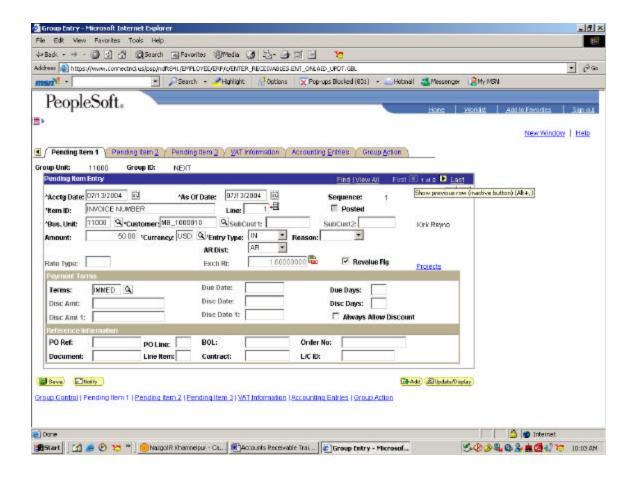




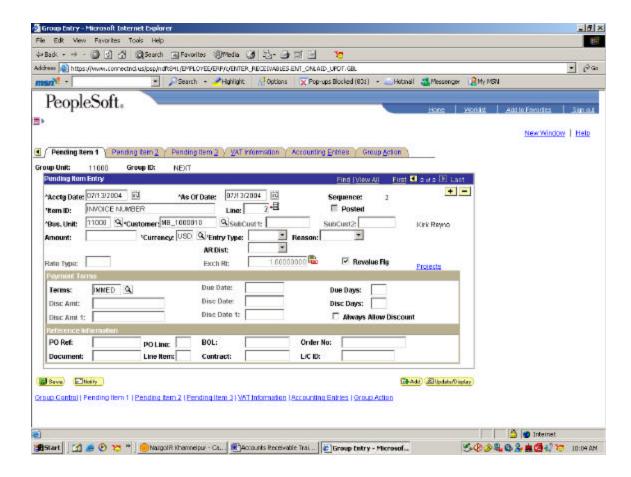


- Enter the appropriate 'Payment Terms'
- Click Line: 1 to divide an invoice into multiple lines.
  - If you need to divide an invoice into multiple lines, click to add the next line number and automatically copy some of the pending item information to the new row.
  - You need to complete the AR Dist (accounts receivable distribution code), Entry Type, and Reason fields on the new row.





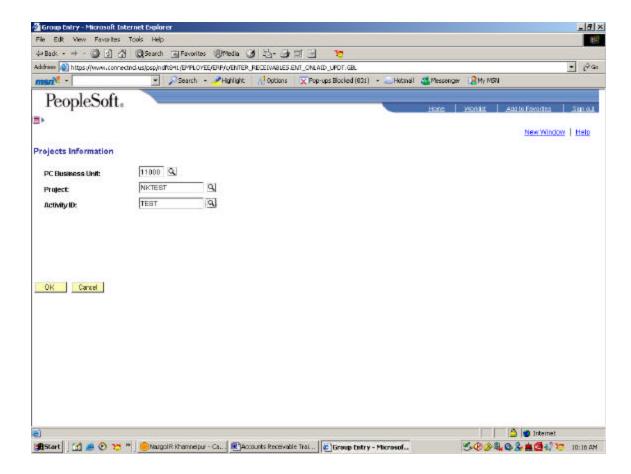




- You need to complete the following fields on the new row:
  - Amount
  - AR Dist (accounts receivable distribution code)
  - Entry Type, and Reason
- Click the <u>Projects</u> hyperlink to enter Projects information for this pending item line in order to feed Revenue (analysis type: REV) back to Projects.

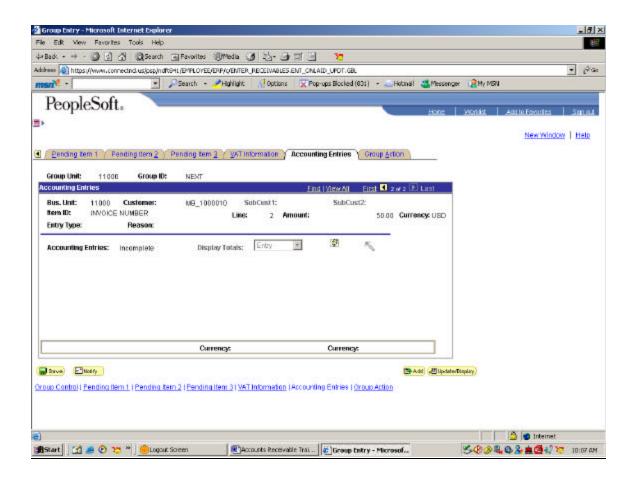






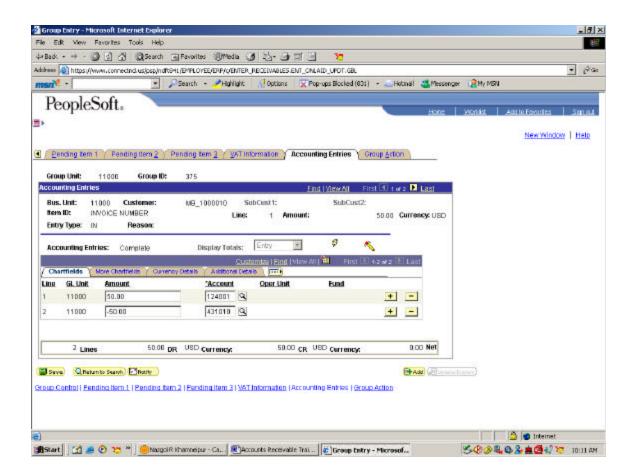
- Click on the 'Accounting Entries' tab.
  - You can create pending item accounting entries online or during background processing when the Receivable Update process runs.
  - When you post pending item groups, the Pending Group Generator creates accounting entries if they are not present.
  - If you want to review the accounting entries before posting, you can create them online.





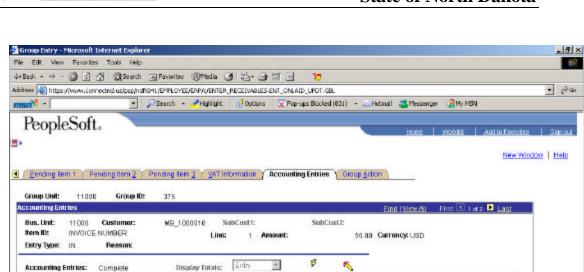
- Click to \$\forall \text{ create the accounting entries.}
  - Click the Create button to have the system create accounting entries for one pending item at a time.
  - If you create accounting entries for one pending item, you must create accounting entries for all the items in the group.
  - After you click the Create button to create accounting entries for the pending item, the accounting entries appear in the bottom half of the page (Chartfields tab).





- 'Accounting Entries' field. The status changes from Incomplete to Complete after you create accounting entries and the entries are balanced.
- Click on the 'More Chartfields' tab to view / update or use SpeedTypes.





NOTE: You can manually select ChartField information or you can have the system automatically populate the ChartFields by setting up Speed Types.

Click to delete the accounting entries created.

Class

Q

Q

Program

Group Control | Pending Nern 1 | Pending Nern 2 | Pending Nern 3 | WAT Information | Accounting Entries | Group Action

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Project

9

Q

50.00 CR USD Currency.

9

91

Line GL Unit Amount

50.00

-50.00

Seve Return to Search Rottly

11000

11000

a Done

2 Lines

DeptiD

Q

50.00 DR USD Currency:

 Click the **Delete** button to have the system delete accounting entries for one pending item at a time.

SubsysPC BU SubsysActiv ID Speed Type "Type

Speed Type AR

0.00 Net

Q Speed Type User

\* + -

· + -

🛕 🥥 Internet

5.00 & & & & d 47 75 10:12 AN

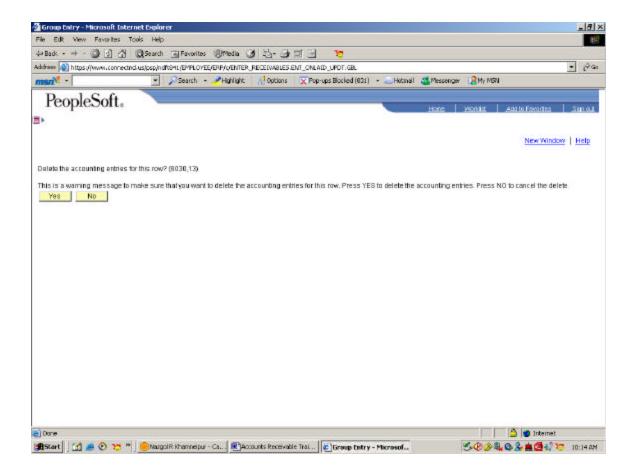
(Hadd) (Husbout sour)

9

9

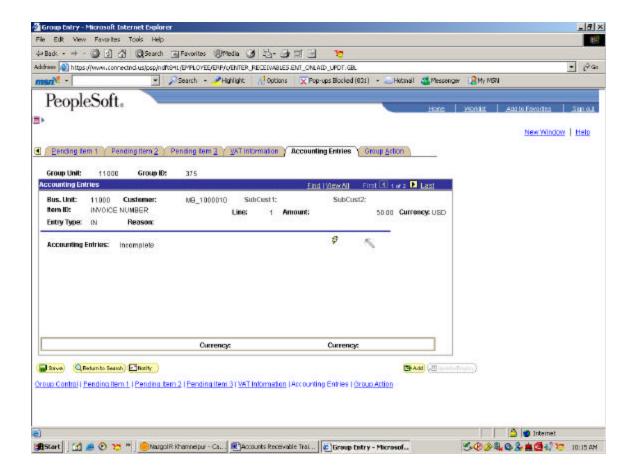
The button affects only the selected accounting entry.





 Click Yes to delete the accounting entries created for the pending item line.



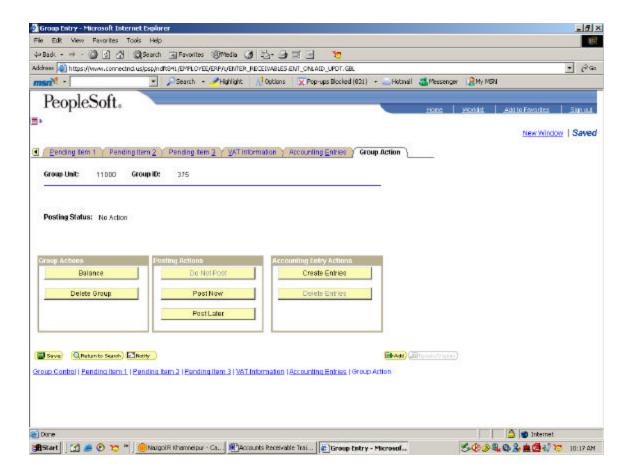


NOTE: To create entries for all pending items in the group at the same time, use the Group Action page.

• Click on the 'Group Action' tab.







**Balance:** Select to balance the group, but not set it to post. This option looks at the entered fields on the Group Control page to confirm that the control amount and count are equal to the entered amount and count. If the entered pending items match the group controls and you entered them online, the system checks that the accounting entries are balanced.

**<u>Delete Group:</u>** Select to delete the entire group of pending items.

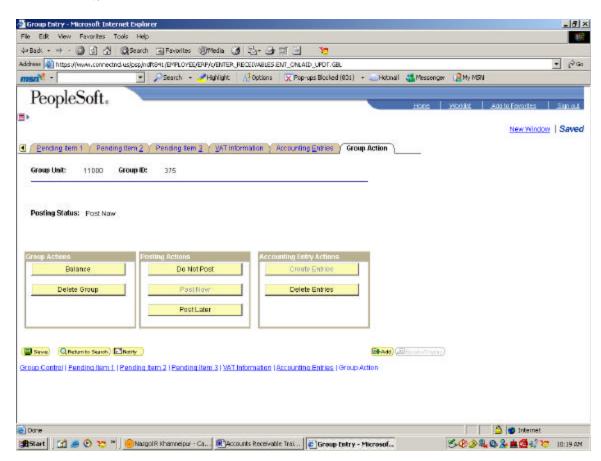
<u>Post Now:</u> Select to post the group the next time Receivable Update runs The system also checks the accounting entry status and control totals and attempts to balance the group. You receive an error message if you try to post an unbalanced group.

<u>Post Later:</u> Select to set a group to post. The next time you run the Receivable Update process, probably at the end of the day, the system will post the group. The system first attempts to balance the group. If the group is out of balance, you receive an error message, and the group cannot be posted until you correct the error.

<u>Create Entries:</u> Select to create and initially balance accounting entries for all of the group's pending items that do not yet have entries. This process creates entries for multiple pending items at one time, whereas on the Accounting Entries page, you can create entries for only one pending item at a time.



<u>Delete Entries:</u> Select to erase the accounting entries that were created for all pending items in the group.



- Save
- Run the 'Receivable Update' Process

After pending items are in the system, you post them to PeopleSoft Receivables using the Receivable Update process (AR\_UPDATE), which updates the customer balance. If there are errors during posting, the process does not post the pending items, and you use the pending item error correction pages to correct whatever errors were found.



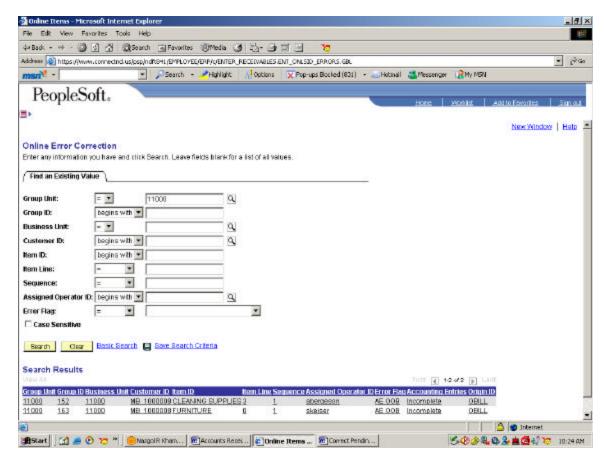
# **Correct Pending Item Information**

Accounts Receivable > Update Receivables > Correct Posting Errors > Online Items / External Items

- Retrieve and correct all pending items that have yet to be posted.
- Group Unit: Enter the appropriate Group Unit. Click to search BU (if needed).
- Group ID: Enter the appropriate Group ID if you know it.
- Business Unit: Enter the appropriate Business Unit. Click to search BU (if needed).
- Customer ID: Enter the appropriate Customer ID. Click to search for valid values.
- Item ID: Enter the appropriate Item ID if you know it.
- Click Search



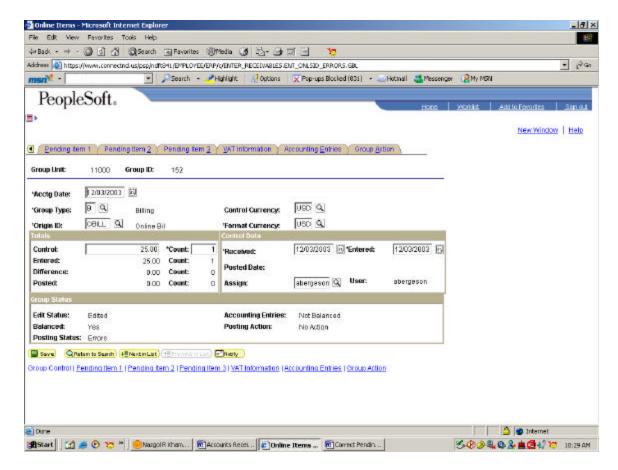




• Choose the pending item to correct.





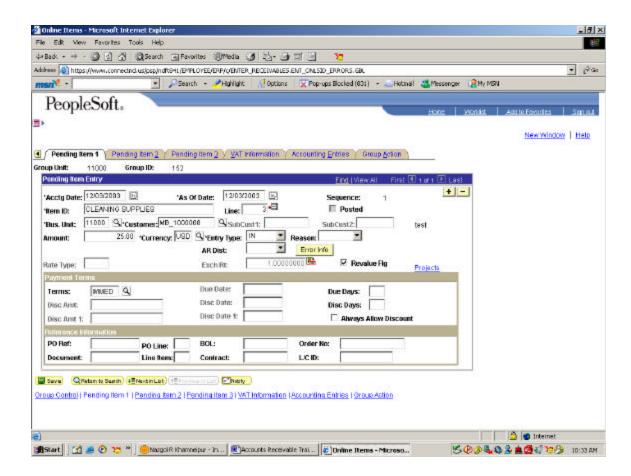


- Click on the Pending Item 1 tab.
- Review the error message on the 'Pending Item 1' or 'Pending Item 2' tab.

NOTE: 'Pending Item 1' will have a yellow box titled 'ERROR'. Click this box to view the error message associated with this item. 'Pending Item 2' will have the Error Flag field populated. This field will only be visible when the item has an associated error.

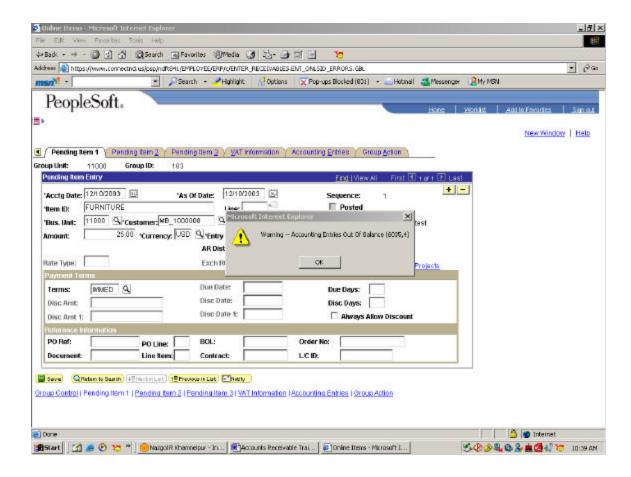
Review tabs and update Pending Item to correct error.





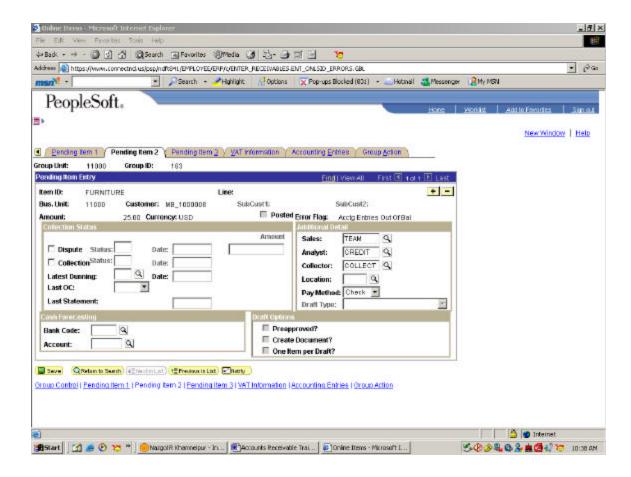
• Click Error Info to view information in regards to the error.





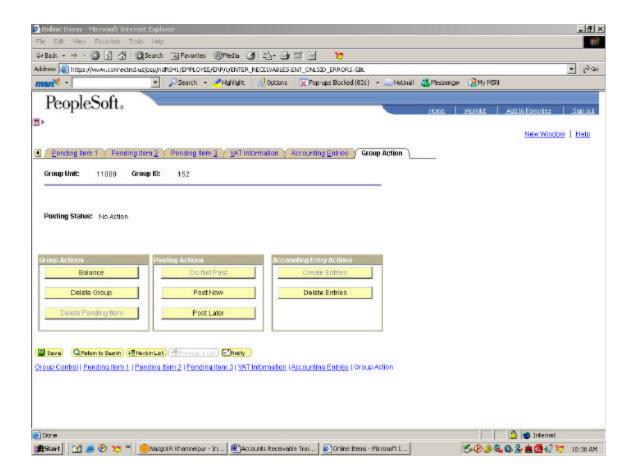
Click the Pending Item 2 page to view the error flag detail.





Once the error has been corrected, select the Group Action tab.





• Run 'Receivable Update' to post the Pending Item.



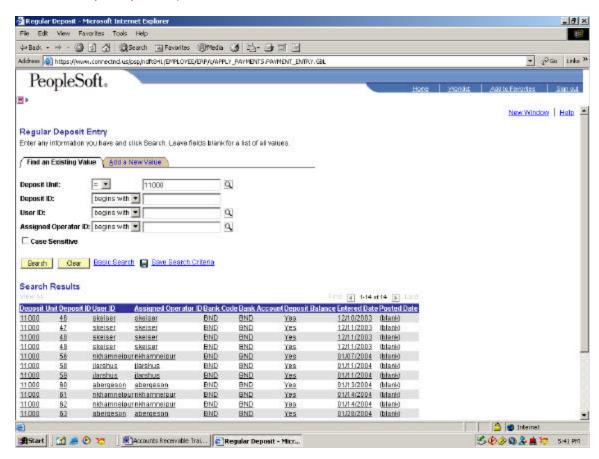
# **Deposits**

## Regular Deposit Entry

Accounts Receivable > Payments > Online Payments > Regular Deposit

- Deposit Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click Search.
- Highlight and click on the appropriate Deposit ID that you are searching for.

NOTE: You will notice that the Entered Date indicates the date that the deposit was entered and the Posted Date indicates the date the deposit was Posted (through the Receivable Update process).

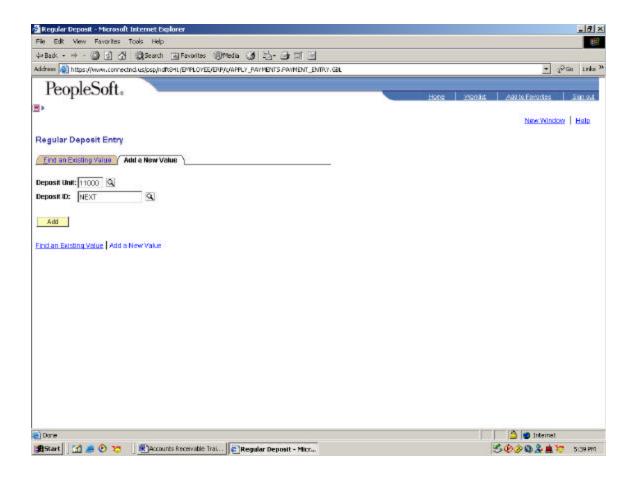


If you want to add a new deposit, click on <u>Add a New Value</u> tab.

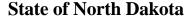




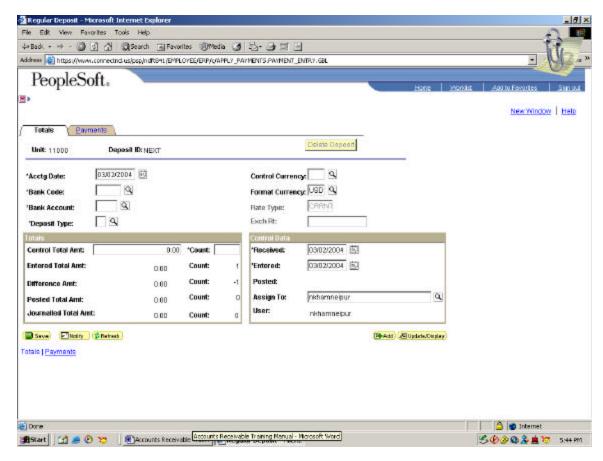
- Deposit Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Deposit ID: You may either leave NEXT so that a Deposit ID will be assigned upon saving, or assign a deposit ID yourself.



Click Add .



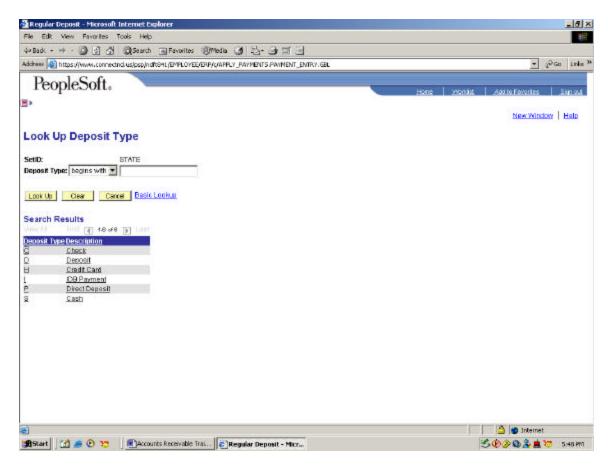




- Acctg Date: Will default to the current date. You may change the date to reflect the accounting date that you want to specify for the deposit. Click to view a calendar.
  - The payment accounting date is important because it becomes the accounting date for all entries created from the payment. You can override it on the next page, Regular Deposit Entry Payments for each individual payment id.
  - o The system validates the accounting date to make sure it falls within the open period for the business unit.
- Bank Code: BND. Click on the magnifying glass icon to see and choose from a list of valid values.
- Bank Account: BND. Click on the magnifying glass icon Q to see and choose from a list of valid values.
- Deposit Type: D. The system populates this value from the Bank Account. Click on the magnifying glass icon  $\overline{\mathbf{Q}}$  to see and choose from a list of valid values.
  - The Deposit Type gives you more information about what sort of payments these are. Values include:

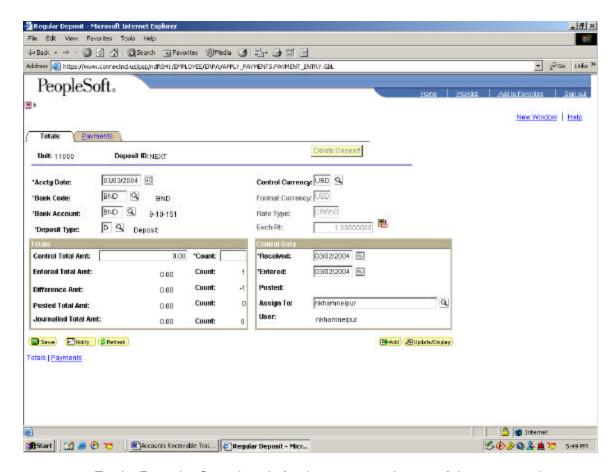






- Control Currency: USD.
- Format Currency: USD. Will default in based on the operator preferences specified.
- Rate Type: CRRNT. Will default in based on the operator preferences specified.





- Totals: Enter the Control totals for the amount and count of the payments in this deposit.
  - As you enter the individual payments on the Regular Deposit Entry Payments page, the system automatically updates the Entered and Difference fields in the Control Totals group box.
  - As payments are applied and posted, the amount and count of Posted payments is updated by the system.

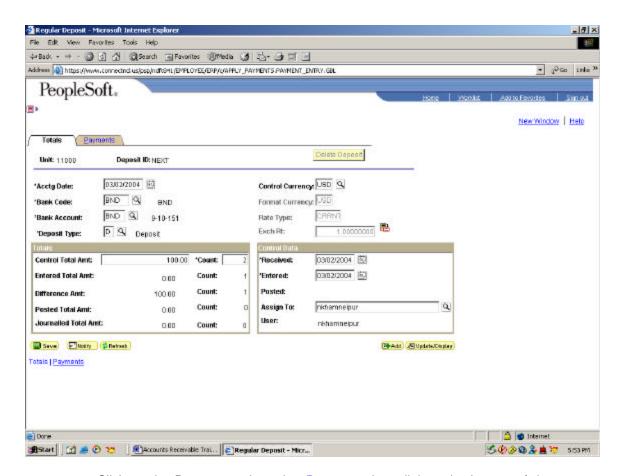
Note: As you enter the indivi dual payments on the Payments page, the system updates the 'Entered' and 'Difference' fields. If the Control and Entered totals and count are not the same, and the Deposit is not balanced, you can't apply any of the payments. So balancing these control totals is a necessary first step in payment application. You can use the Totals information to make sure that your control information is balanced and to keep track of the status of your payments.

#### Control Data:

o Received: Will default to the current date. You may select the Received date to indicate when either the bank or your agency received the payment. Click to view a calendar.



- o Entered Date: Will default to the current date. You may change the Entered Date to indicate when you entered the deposit. Click to view a calendar.
- o Posted: Once the group posts, the system will update the Posted date. Click to view a calendar.
- Assign To User: Leave the default.

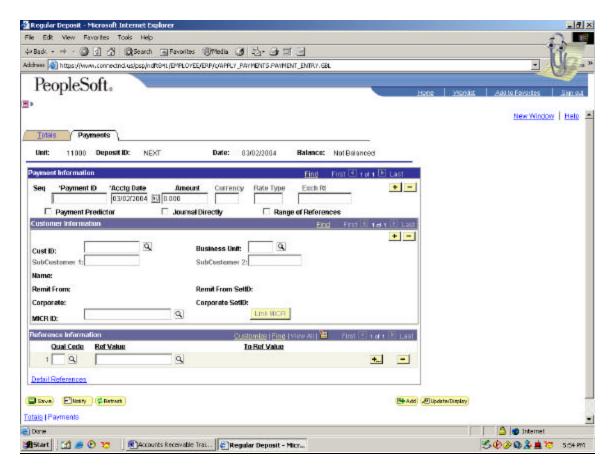


• Click on the Payments tab or the <u>Payments</u> hyperlink at the bottom of the page.

Note: The outer scroll controls individual payments; the inner scrolls controls customer and item information for items within a payment.



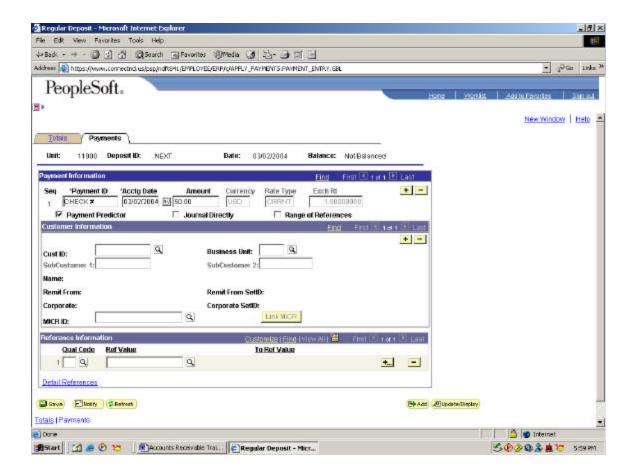




- Seq: Sequence is a number the system assigns when you enter a Payment ID, so you can review payments in the order in which they were entered.
- Payment ID: enter the Payment ID such as check #.
- Acctg Date: The system defaults Acctg Date (accounting date) from the Totals page; you may change it by entering another date. In either case, the system validates the date to be sure that it falls within the open period for the business unit. Click to view a calendar.
- Amount: Enter the amount of the payment.







Note: Recall that if you enter a currency code on the Totals page, all payments in the deposit must then be of the same currency.

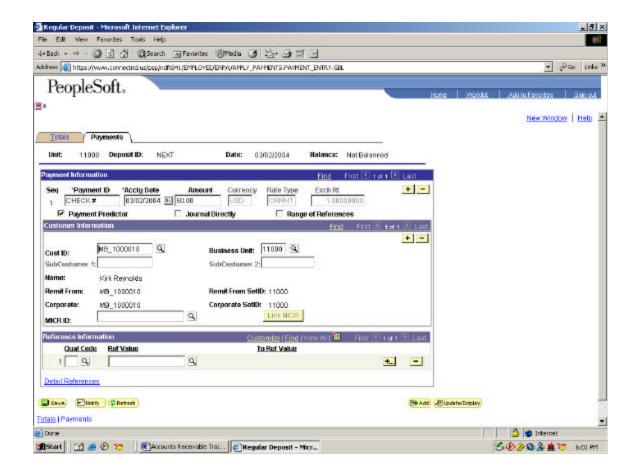
- Currency: USD. Will default from the Totals page.
- Rate Type: CRRNT. Will default from the Totals page.
- Exch Rt: Will default from the Totals page.

Note: Deposit Status remains Not Balanced while you're entering payments, and changes to Balanced when the amount total and number of entered payments equals the Control amount and count from the Regular Deposit Entry – Totals page.

- Customer Information: Once you enter the Customer ID and Business Unit, the rest of the information will default in.
  - o ID: Enter the Customer ID if you know it. This will help in creating a more specific worksheet to apply the payment. Click on the magnifying glass icon to see and choose from a list of valid values.



 Unit: Enter the Business Unit of the Customer. Click on the magnifying glass icon to see and choose from a list of valid values.



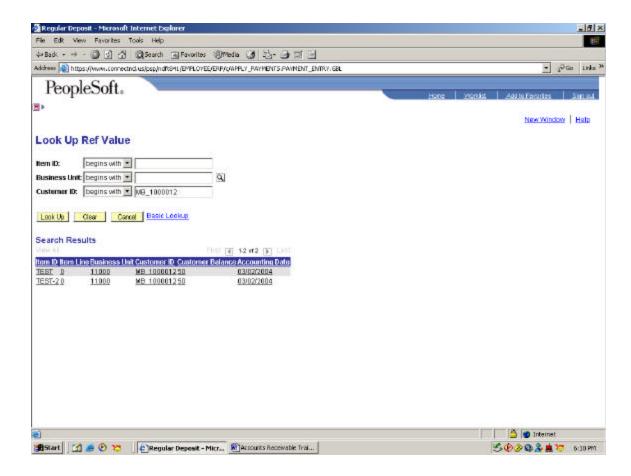
#### Optional:

Note: If you know the invoice id for which this payment will be applied to, enter it at the bottom under Reference Information. By doing so, applying the payment will become easier. In addition, if the payment if a full payment amount, you can use the payment predictor process to apply payments.

- Reference Information:
  - o Qual Code: I (Item)
  - o Ref Value: Invoice Number. Click on the magnifying glass icon see and choose from a list of valid values. You can narrow you search by Business Unit and Customer ID.



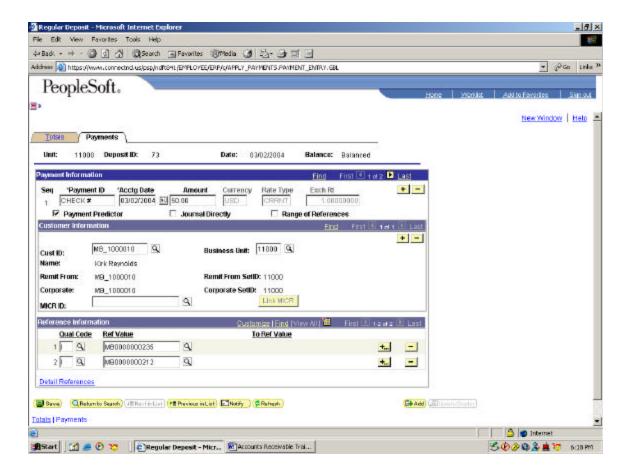




- Identify the valid invoice number for the customer payment.
- You can pay off multiple invoices for a customer with one payment by clicking on the add icon and inserting the additional invoice information.



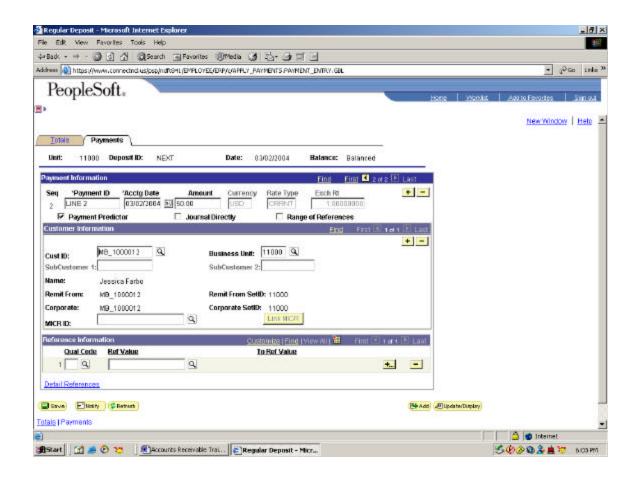




- Add a new row as needed using the add icon on the outer scroll.
- Fill in the information for the new payment line using the same steps as above.

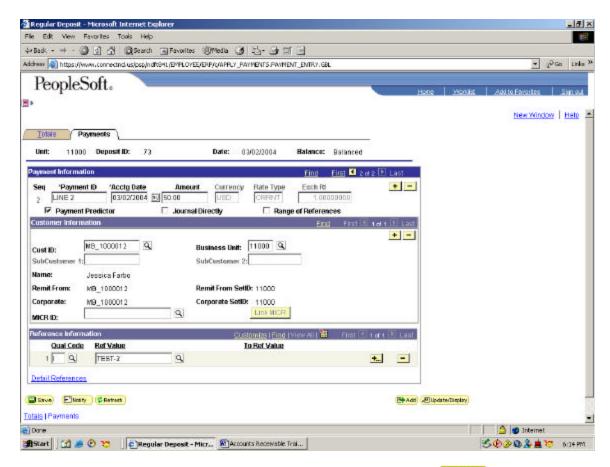
Note: The seq number will increment each time you add a new payment.







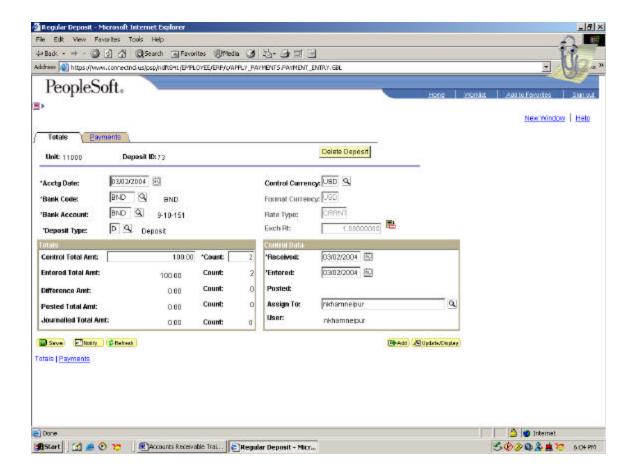




- Once you have finished putting in the information, click on <a>Save</a>
- Assuming that you've completed all the payment amount and identifying information, you can move on to the worksheet pages.
- If you want to add another deposit, click the icon.
- Use the <a href="Update/Display">Use the <a href="Update/Display

Note: If you want to delete the entire deposit, click back to the Totals tab and click the Delete Deposit push button on the top right of the page.

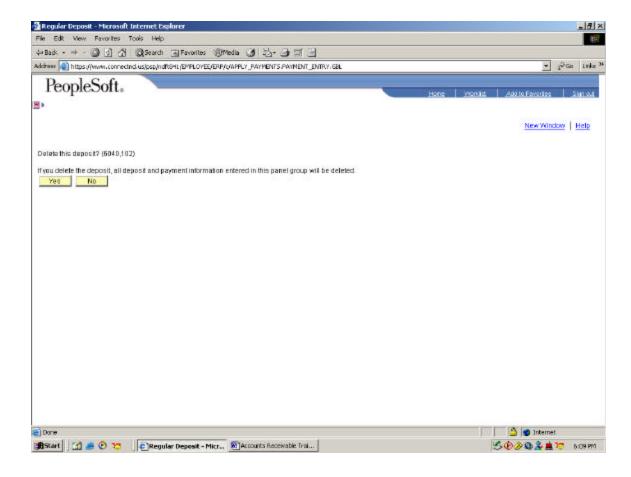




Note: You will get a warning message asking you to verify deleting this deposit.







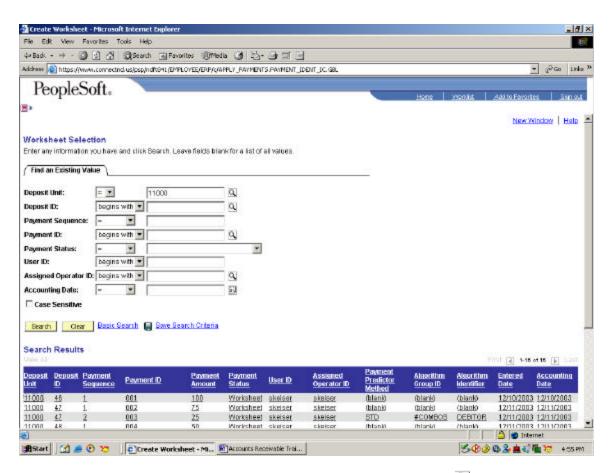
• Click 'Yes' to delete the deposit.



# Worksheets

#### Worksheet Selection

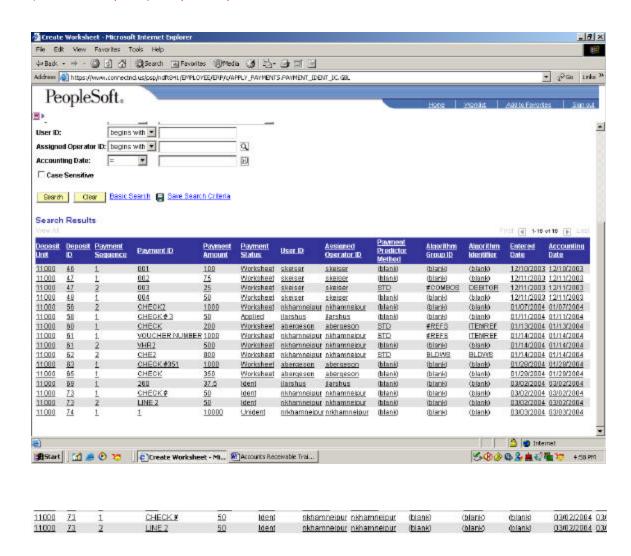
Accounts Receivable > Payments > Apply Payments > Create Worksheet Selection



- Deposit Unit: 11000. Click on the magnifying glass icon \( \overline{\mathbb{Q}} \) to see and choose from a list of valid values.
- Deposit ID: Put in the Deposit ID from the deposit that you had created. If you do not remember the ID, click on the magnifying glass icon to see and choose from a list of valid values.
- Click Search

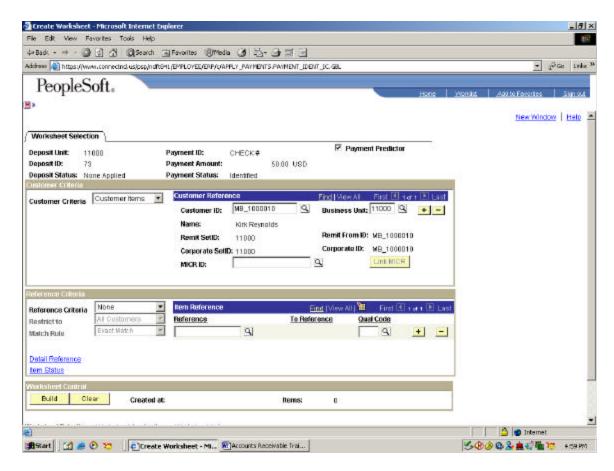


Note: You will notice that there are two lines for Deposit ID 73. This is because the regular deposit that we created had two payments. Each payment creates its own separate worksheet. You will need to go into each Payment Sequence worksheet and apply the payment. You many then set the payment to POST so that ARUPDATE (Receivable Update) can pick it up.





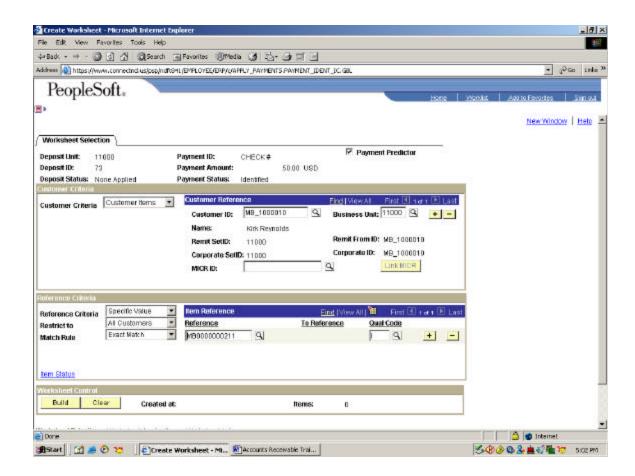




- Working with the Worksheet Selection page consists of these basic steps:
  - 1. You enter customer criteria and item reference criteria, if any.
    - Customer ID
    - Business Unit
    - Qual Code: I Optional
    - Reference (Invoice Number) Optional
  - 2. You build the worksheet.



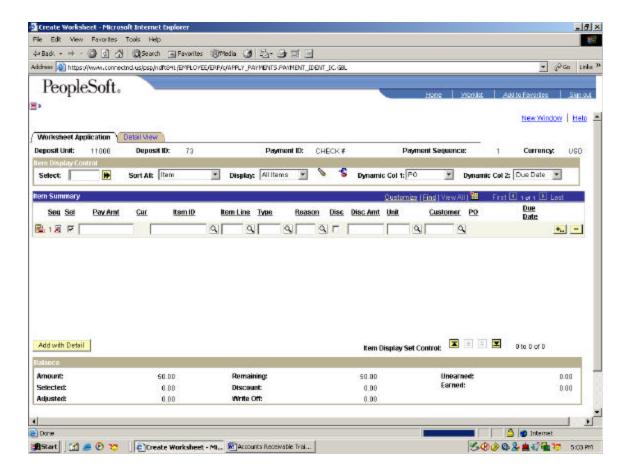




Note: The information that displays comes from the information you entered on the <u>Regular Deposit Entry - Payments page</u>, If you didn't enter information on the Payments page, you'll need to enter it on the Worksheet Selection page.

Note: If you do not first build the worksheet before entering the worksheet application, you will enter a blank worksheet.





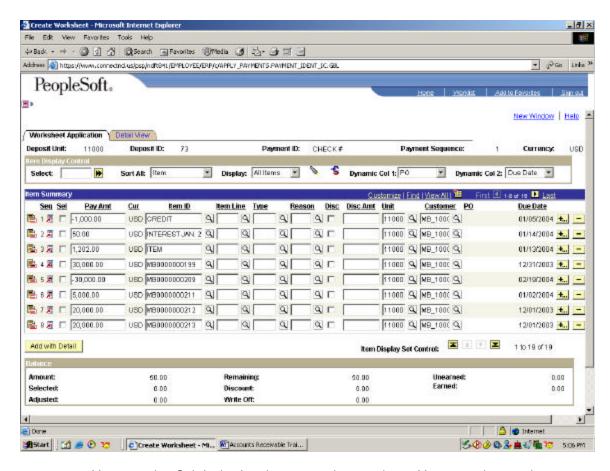
- Always enter at least Customer ID on the Create Worksheet page before building the worksheet.
- Click Build to build the worksheet. By doing so, you will be taken to the Update Worksheet page to apply the payment to an open AR item.
- Click Clear to cancel your selections and clear the worksheet so you can start over.

## Worksheet Application

Accounts Receivable > Payments > Apply Payments > Update Worksheet

Note: Either navigate to this page for the deposit it, or you will be taken there when you create a worksheet and click Build.





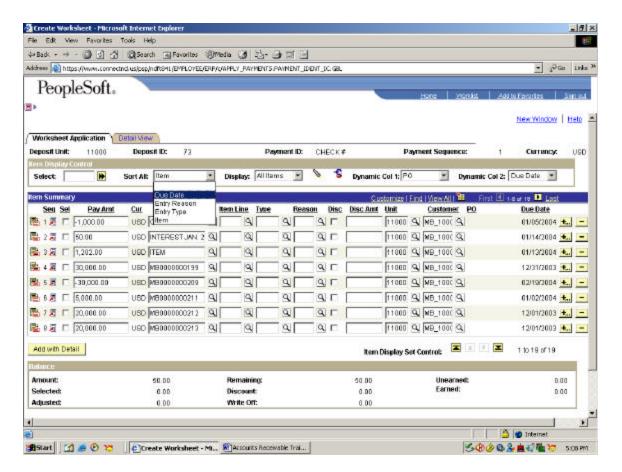
- You use the Sel (select) column to select an item. You can change the amount of a payment and entry type as needed.
- Use the Sort Set field to select a column in the scroll and sort it alphabetically
  or chronologically. The system only sorts the items in the set displayed in the
  scroll area.





Use the Sort All field to sort all the sets of items in the worksheet, not just the
items in the set displayed in the scroll area. You can sort items by Due Date,
Entry Reason, Entry Type, or Item.

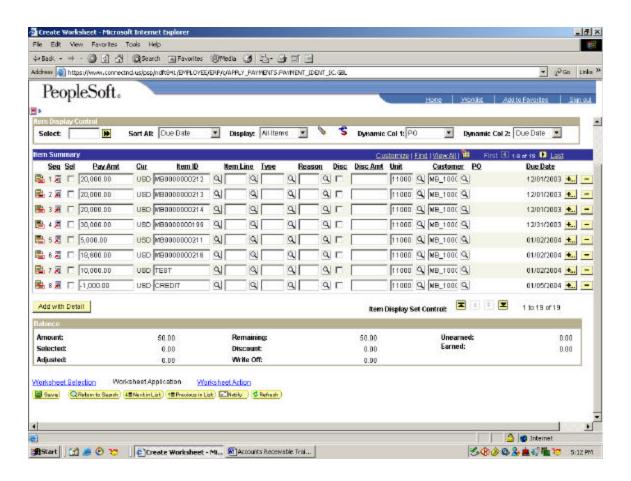




Click on the icon to refresh any changes to the page.

Note: The screen shot below is sort option of due date after click the refresh icon. Item date is the Invoice Date and Due Date is the system calculated due date based on the payment terms.





- To help you balance the worksheet, you can look up or add information about existing items using the icons on either side of the of the item number.
- Click to view detailed information about the item on the Detail View tab.





Create Worksheet - Mic	rosoft Internet Explorer					<u>=18</u>
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 To access other options for the Items such as Item Activity, Customer Conversations, Item in Other Groups and Additional Customer Information click on the hyperlinks to the right of the page.

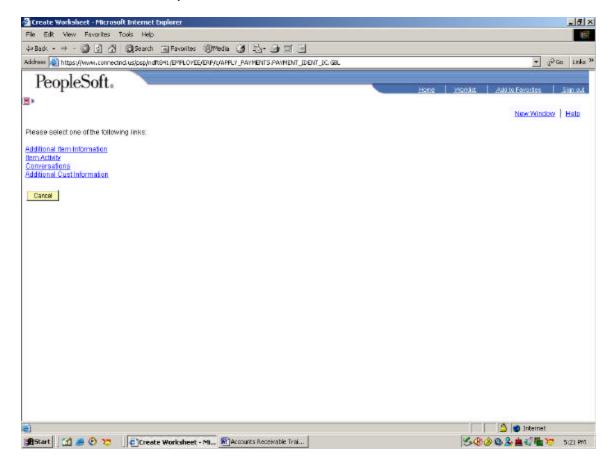
Item Activity
Conversations
Item in other Groups
Additional Cust Information
Currency Exchange Aid
Add VAT Information

- Click the <u>Worksheet Application</u> tab to get back to the Worksheet so that you can apply the payments.
- Click on the <sup>2</sup> licon to open a menu with options you can use to access the Additional Item Information page, Item Activity Detail page, and Conversations page, Items in Other Groups page, Additional Customer



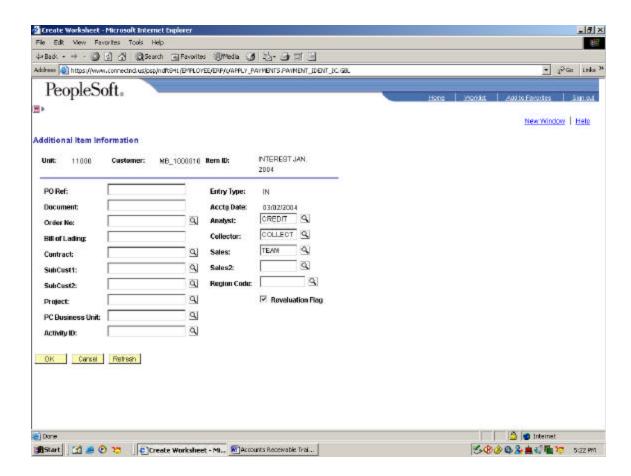


Information page, and Currency Exchange Aid. Some options are not available until you select an item.



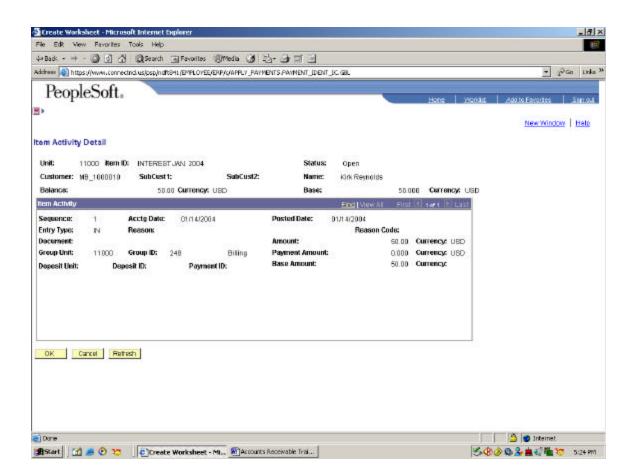
- Click on one of the hyperlinks to go to the appropriate page and view the additional information.
- Click on the Additional Item Information.





- Click Cancel
- Click on the <u>Item Activity Detail</u>.

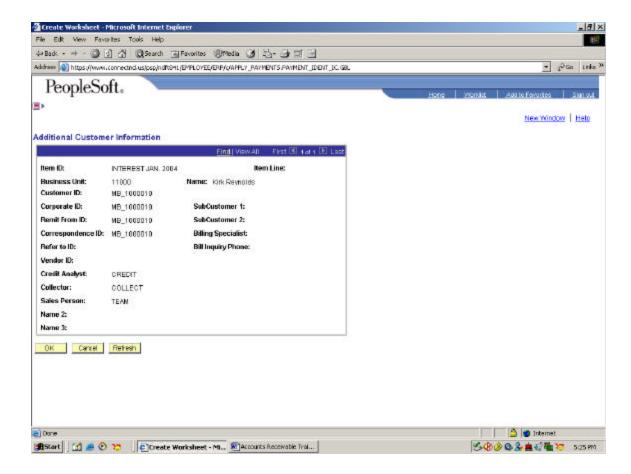




- Click Cancel
- Click on the Additional Customer Information.

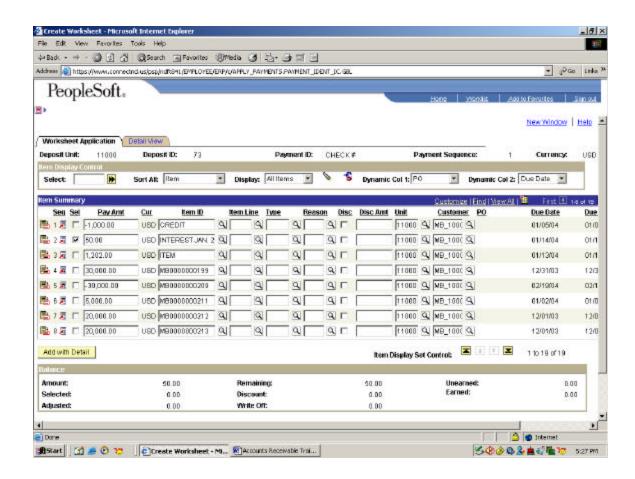






 Apply the payment to the correct item by putting a check box in the Sel box next to the item.

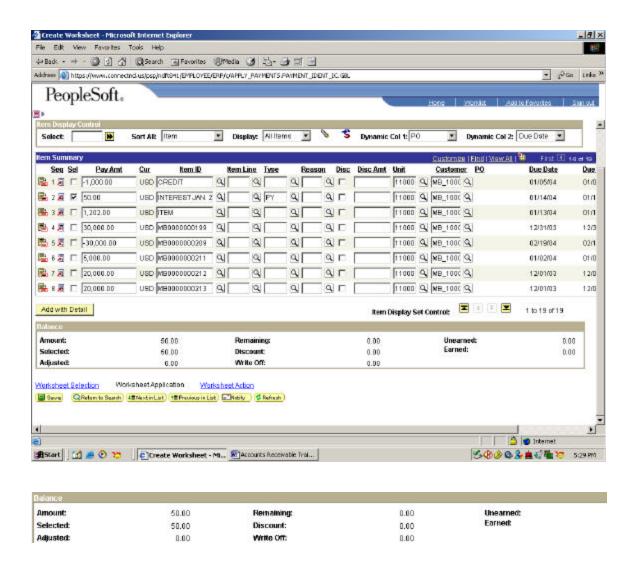




- From time to time as you select items, you need to check the Balance information at the bottom of the page. You must have a zero balance on the worksheet before it can be posted.







Note: The system will enter type 'PY' for the item you are paying.

- Note the Balance box at the bottom of the page. It keeps track of how many items you have selected and the remaining dollar amount in the payment that has to be applied.
- The balance information is automatically updated whenever you click the
   Refresh button. You must have a zero balance before the worksheet can be posted.

Amount: The amount of the payment received from the customer.





Selected: Total amount of items selected for payment on the payment

worksheet.

Adjusted: Total adjustment amount, including deductions, balance write-

offs, prepayments, on account payments, and adjustments on

the payment worksheet.

Remaining: The unapplied amount remaining for the payment = received -

selected + discounts + adjustments.

Discount: Total discounts taken = earned + unearned.

Write Off: Total amount of items written off.

Unearned: Unearned discounts taken.

Earned: Earned discounts taken.

• If the payment is and over payment or under payment, you will need to adjust the amount appropriately.

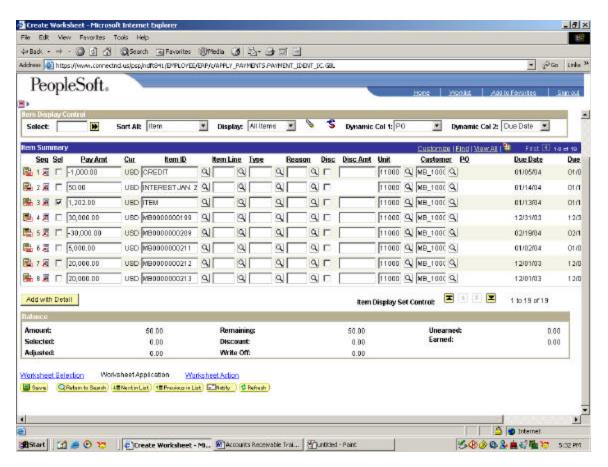
# To Apply an Underpayment

Accounts Receivable > Payments > Apply Payments > Update Worksheet

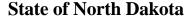
Note: Either navigate to this page for the deposit it, or you will be taken there when you create a worksheet and click Build.

- To apply an underpayment, treat the entire amount as a partial payment against an item.
- Select the appropriate invoice number that you want to apply the payment to.

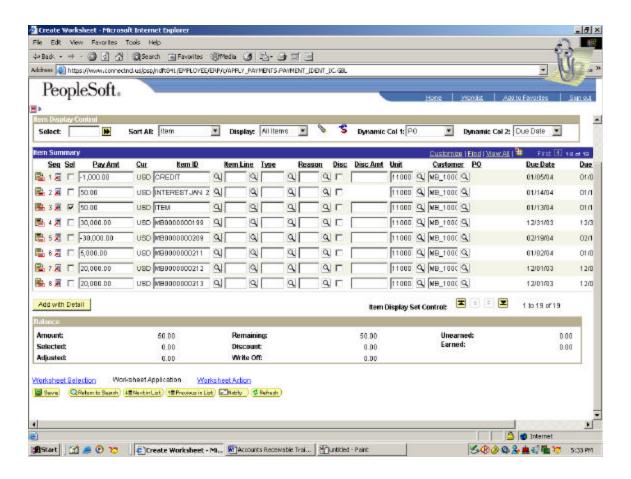




• Change the amount for the selected item to the amount of the payment.



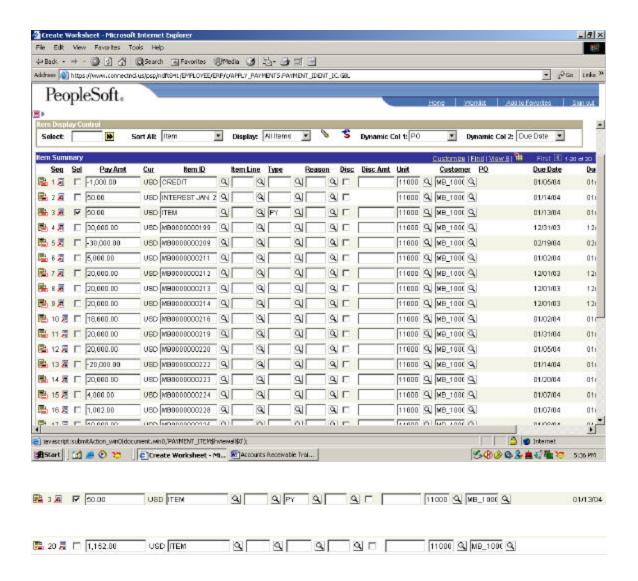




Note: Item #3 above has a balance of \$1202.00 (Item ID: ITEM). In the example, I had a payment for \$50.00 and applied it to this item. I changed the item amount to 50 (the dollar amount that I was going to apply to the item).

- Click Refresh button.
- Once refresh, the original row will have an entry type of 'PY' for \$50 and a new row with the remaining balance of \$1152.00 will be created with the same Item ID (ITEM).



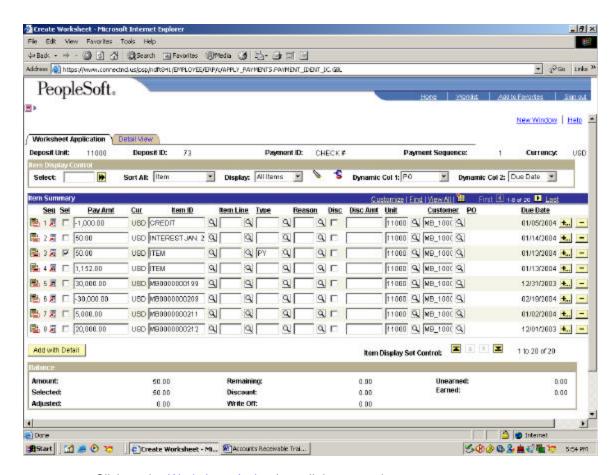


 Once edited, you will notice that the Amount and Selected amount in the Balance box at the bottom of the page are the same. Therefore, there is 0\$ remaining in the payment that needs to be applied.



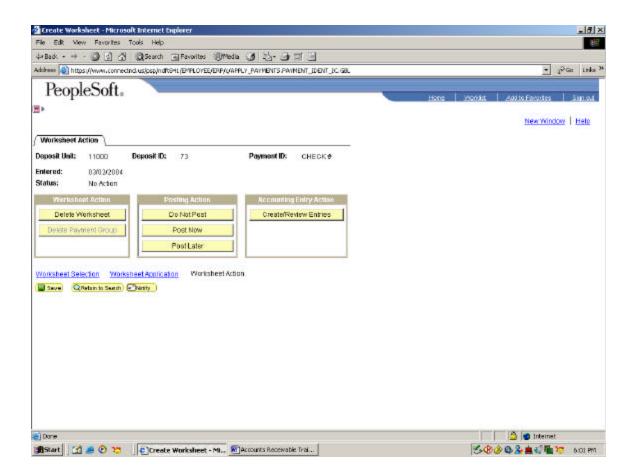
• Click Save





Click on the Worksheet Action hyperlink to post the payment.

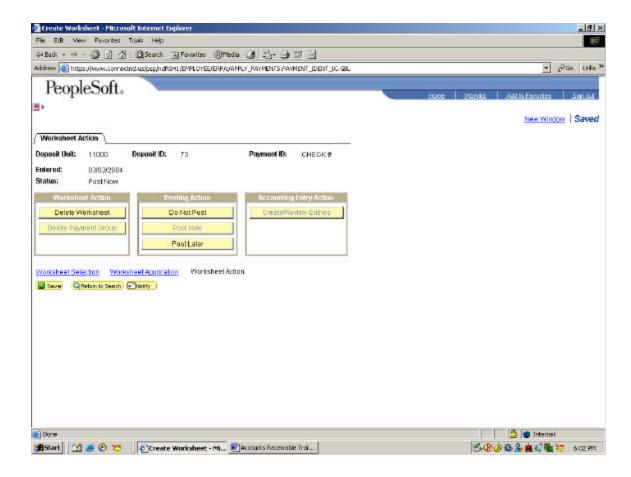




Click Post Now
...







### To Apply an Overpayment

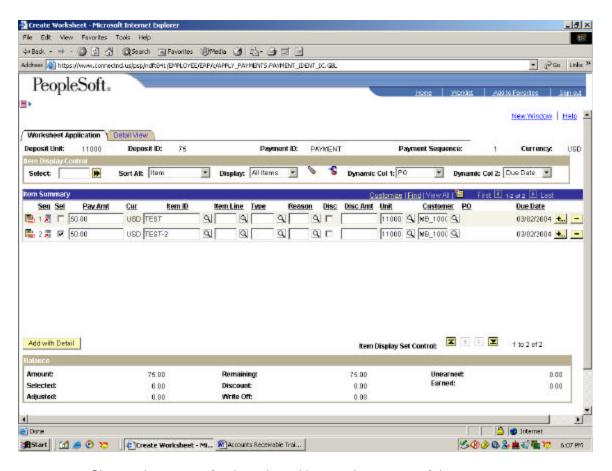
Accounts Receivable > Payments > Apply Payments > Update Worksheet

Note: Either navigate to this page for the deposit it, or you will be taken there when you create a worksheet and click Build.

- To apply an overpayment, treat the entire amount as a full payment against an item.
- Select the appropriate invoice number that you want to apply the payment to.

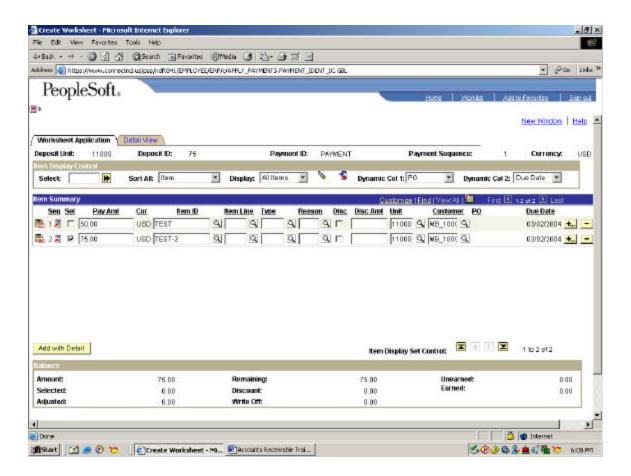






Change the amount for the selected item to the amount of the payment.

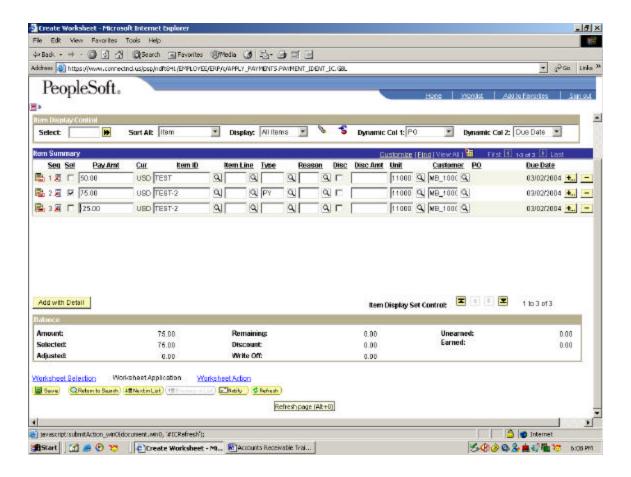




Note: Item #2 above has a balance of \$50.00 (Item ID: TEST-2). In the example, I had a payment for \$75.00 and applied it to this item. I changed the item amount to 75 (the dollar amount that I was going to apply to the item).

- Click Refresh button.
- Once refreshed, the original row will have an entry type of 'PY' for \$75 and a new row with the over paid amount of -25.00\$ will be created with the same Item ID (TEST-2).



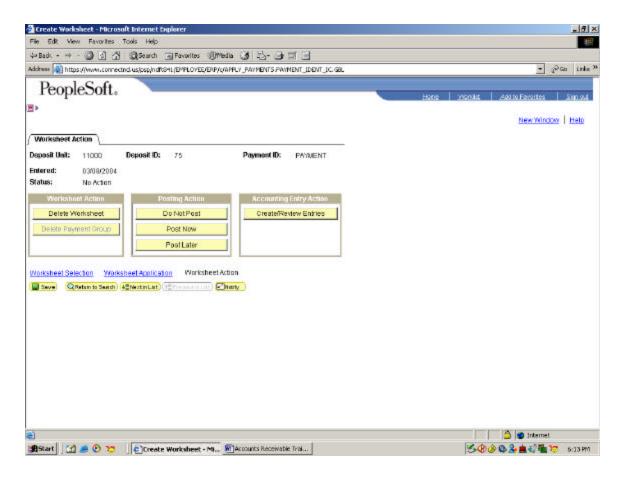


 Once edited, you will notice that the Amount and Selected amount in the Balance box at the bottom of the page are the same. Therefore, there is 0\$ remaining in the payment that needs to be applied.



- Click Save .
- Click on the Worksheet Action hyperlink to post the payment.

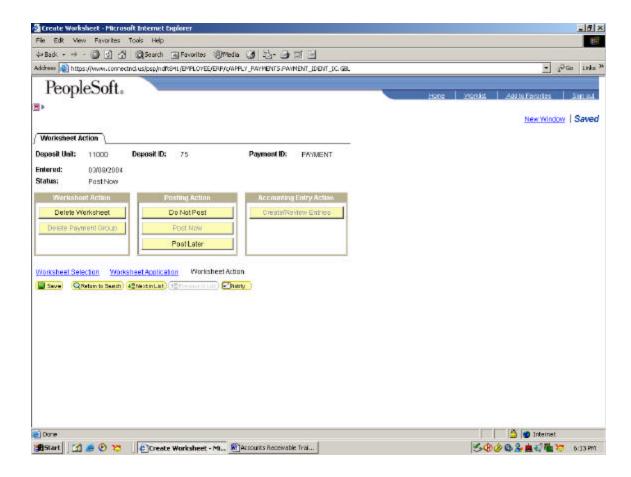




Click Post Now



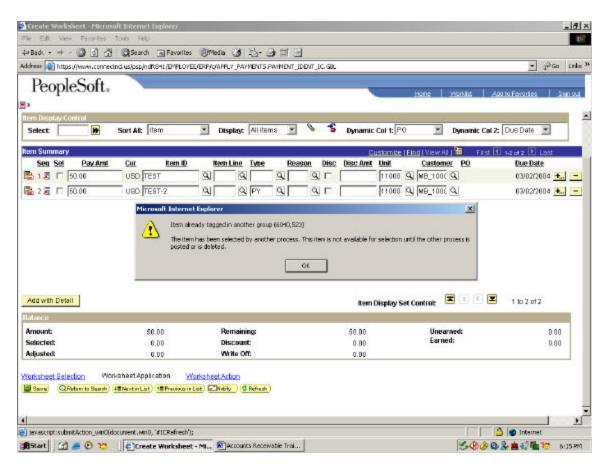




## If Item is already Tagged

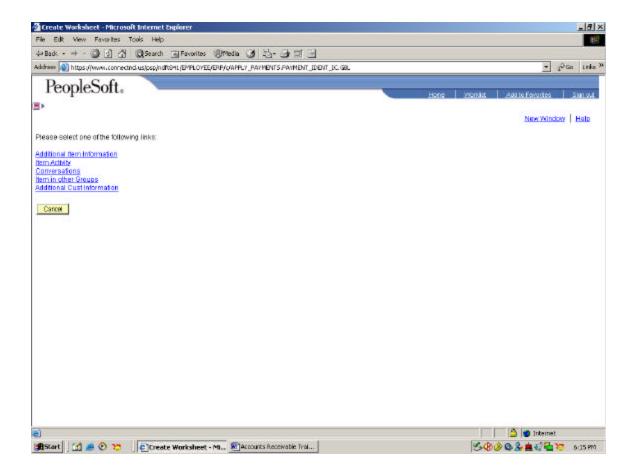
• If you select an item that is "in use," you may get an error message.





- If you want to see where the item is in use, select Items in other Groups from the related links icon for the item.
- Click  $^{2}$   $^{1}$  icon next to the line number 2 to view the additional details.

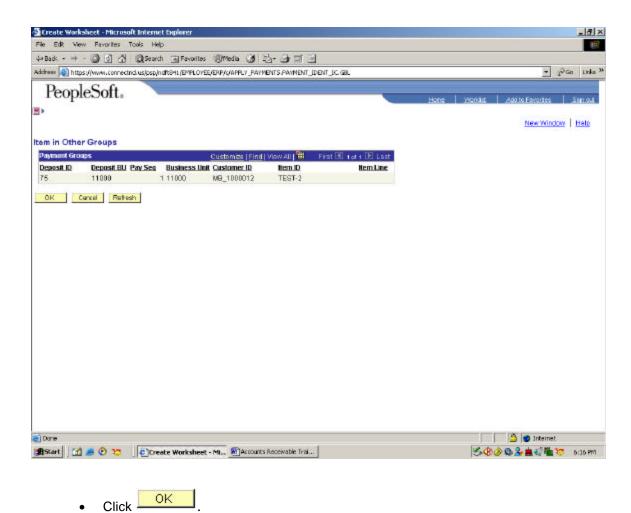




• Click the <u>Item in Other Group</u> hyperlink







Note: If the worksheet does not have a zero balance, but you need to stop working with the worksheet, you can save your work by clicking Worksheet Action and selecting Do Not Post.

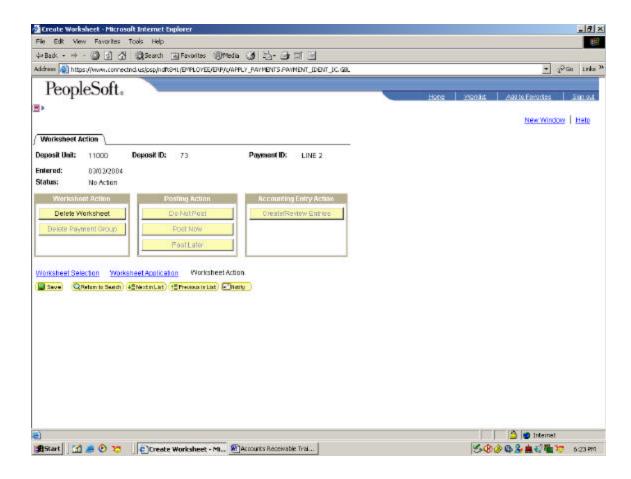
## **Deleting Worksheets**

Accounts Receivable > Payments > Apply Payment > Finalize Worksheet

 You can delete the entire worksheet, plus any accounting entries created for the worksheet by clicking on <a href="Delete Worksheet">Delete Worksheet</a>.





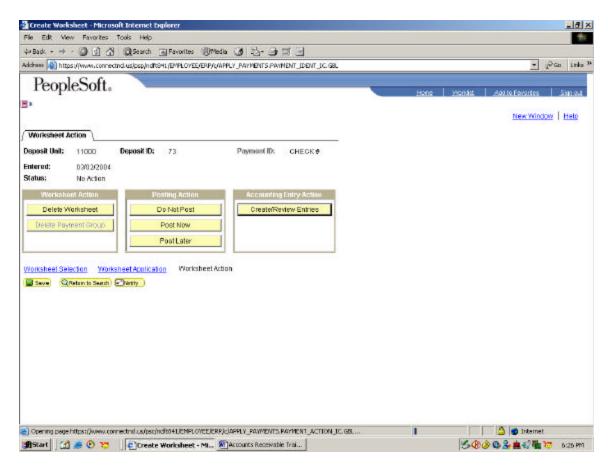


## Creating and Reviewing Entries for Deposits

Accounts Receivable > Payments > Apply Payment > Finalize Worksheet

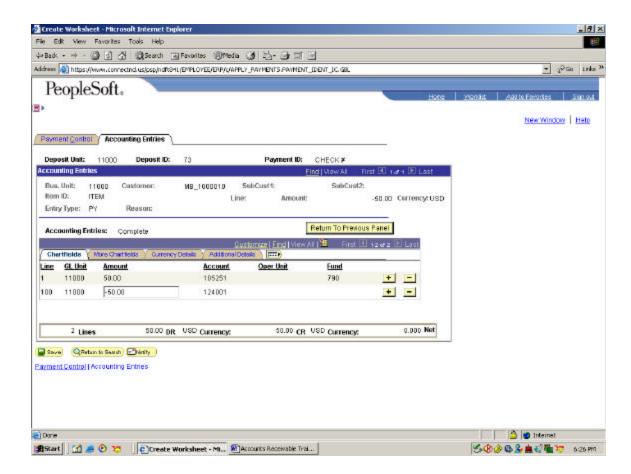
 You can create and view the accounting entries by clicking Create/Review Entries





 When you click Create/Review Entries, the system creates accounting entries for the worksheet and displays the Accounting Entries Review page where you can review and modify the results.

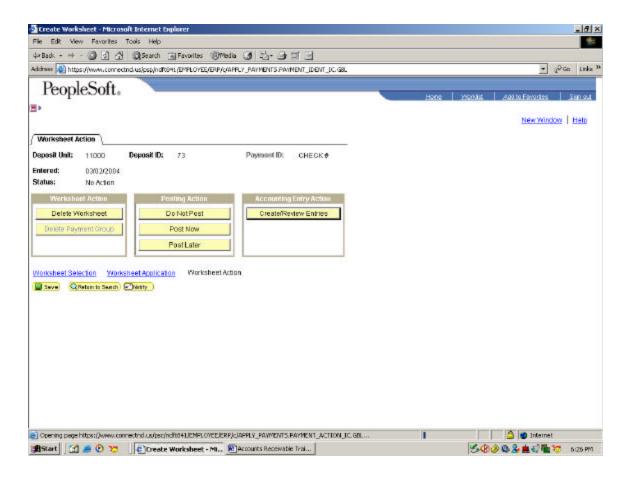




 After you have reviewed the accounting entries on the Accounting Entries Review page, you can return to the Worksheet Action page by clicking Return To Previous Panel







- Delete the accounting entries you created, but leave the worksheet intact by clicking Delete Payment Group
- Click Do Not Post to change the status to No Action. No Action will be the default until you click Post Now or Post Later.
- Click Post Now to change the status to Post Now so that ARUPDATE will
  pick the post the payment when it is run.
- Click Save.

Note: Post Now and Post Later posts the worksheet and creates accounting entries the next time ARUPDATE (Receivable Update) runs. As soon as you select Post Now or Post Later, the Status field changes from No Action to the posting action you selected. After you select Post Now, Post Later, or Create/Review Entries, you cannot modify the worksheet.



## **Payment Predictor**

Accounts Receivable > Payments > Apply Payments > Request Payment Predictor

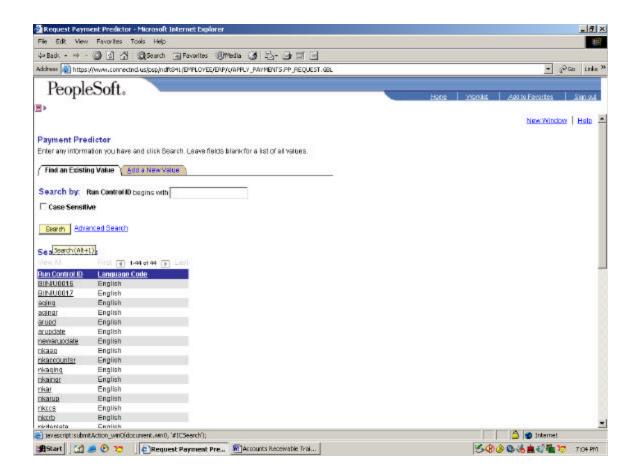
Payment Predictor (AR\_PREDICT) is the automatic cash application feature in PeopleSoft Receivables. You can think of Payment Predictor as an automated version of the payment worksheet, which is used to manually match payments to open items and to create adjustments or write-offs for overpayments and underpayments.

- Payment Predictor Steps include:
  - 1. Enter reference information for online payments.
  - 2. Verify that the deposits are in balance.
  - 3. Run the Payment Predictor process.
  - 4. Run the Receivable Update process to post the items and create accounting entries.

Note: The results can be either that the payment has been matched and ready to be posted or that the payment matching results are sent to payment worksheet for review. If an exact match wasn't found, then the worksheet shows how Payment Predictor adjusted the payment based on the instructions in the payment method. If the payment matching results are sent to a payment worksheet, you need to review the worksheet. You need to decide if you want to accept the matching results as is or to make other adjustments. When you are done working with the payment worksheet, you need to set it to post now / later.

- Enter your Run Control ID.
- If you do not remember your Run Control ID, click Search

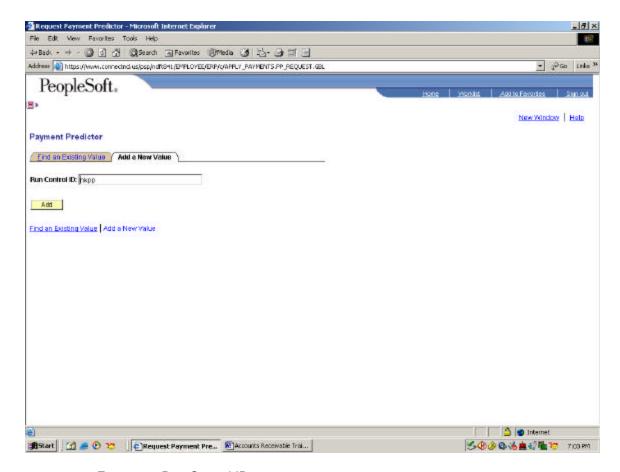




 If you need to add a new Run Control ID, click on the <u>Add a New Value</u> hyperlink.



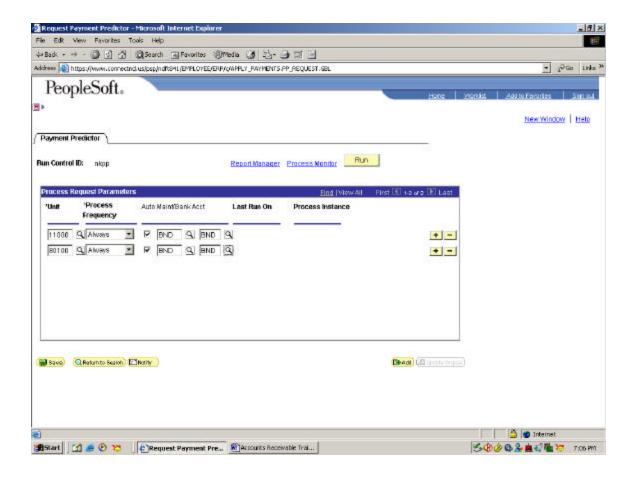




- Enter your Run Control ID.
- Click Add

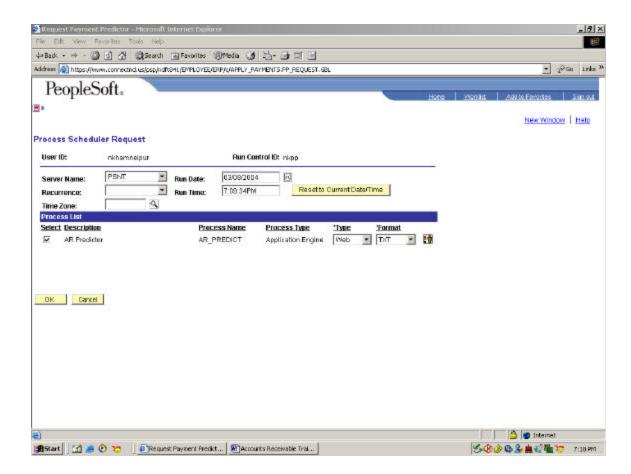




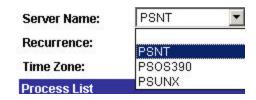


- Group Unit: 11000. Enter the appropriate business unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- You can add lines to the scroll if you want to post multiple business units at a time by using the + icon.
  - o Each business unit can have different settings.
- Process Frequency: Always
- Auto: Selected
- Bank: BND. Click on the magnifying glass icon \( \textstyle \) to see and choose from a list of valid values.
- Account: BND. Click on the magnifying glass icon \(\overline{\Q}\) to see and choose from a list of valid values.
- Click Run



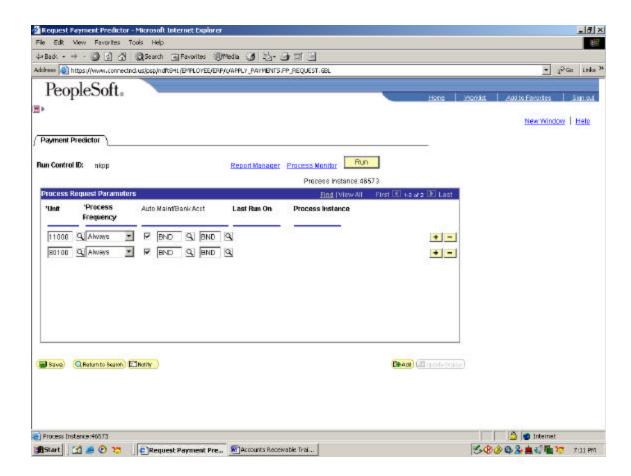


- Make sure the AR\_PREDICT check box is checked.
- Select the appropriate Server Name: PSNT

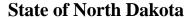


Click OK.

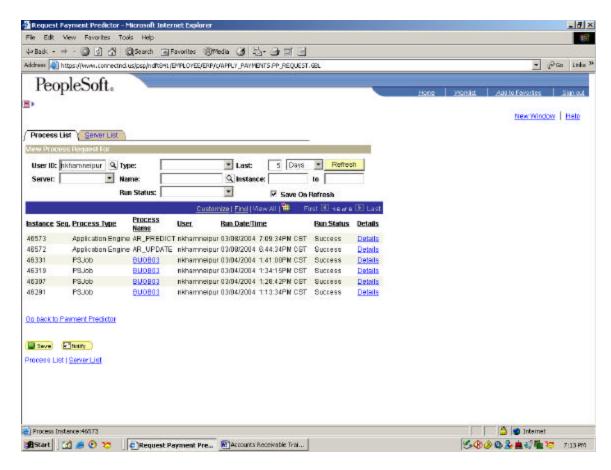




- Once the process has terminated, you will be brought back to the Payment Predictor page with a new process instance tied to the process.
- To view the status of the process, click on the <u>Process Monitor</u> hyperlink.







Note: Receivable Update must be run after Payment Predictor.

Payment Predictor Status	Description	Pay Status	Post Status
N (not processed)	Payment not considered, possibly because it didn't meet the method criteria.	Unidentified or Identified	Not Applicable
P (processed)	Payment was considered, met the criteria of the method, but did not get as far as having items selected for it.	Unidentified or Identified	Not Applicable
W (worksheet)	Payment may be completely applied with review required, partially applied, or could have the creation of a worksheet specified by the method.	Worksheet	No Action



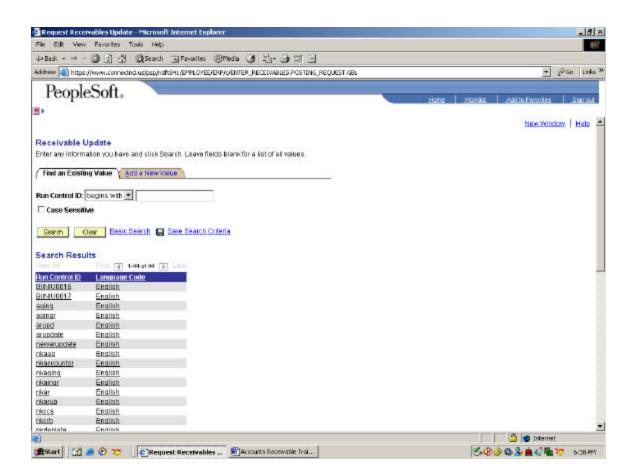
A (applied)	Payment completely applied.	Applied	Post Later
X (excluded)	Payment wasn't considered because it involved more than one currency.	Unidentified or Identified	Not Applicable



# ARUPDATE (Receivable Update)

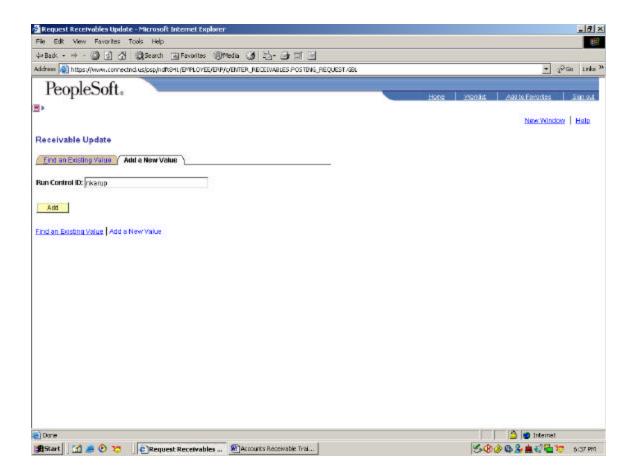
Accounts Receivable > Update Receivables > Request Receivables Update

- Enter your Run Control ID.
- If you do not remember your Run Control ID, click Search

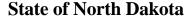


 If you need to add a new Run Control ID, click on the <u>Add a New Value</u> hyperlink.

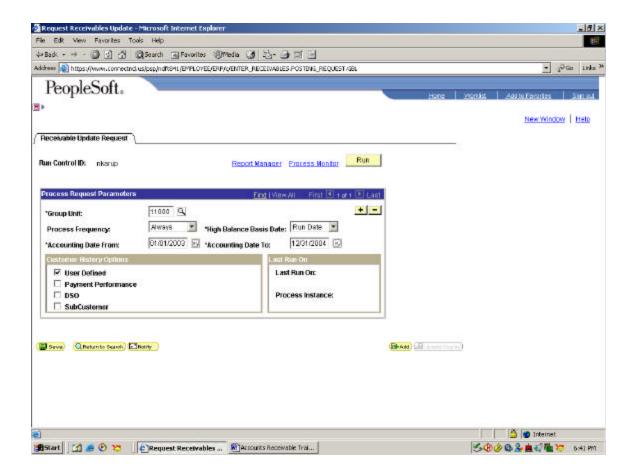




- Enter your Run Control ID.
- Click Add







- Group Unit: 11000. Enter the appropriate business unit. Click on the magnifying glass icon to see and choose from a list of valid values.
  - o You can add lines to the scroll if you want to post multiple business units at a time by using the 

    → icon.
  - Each business unit can have different settings.
- Process Frequency: Always
  - Select Once if you want Receivable Update to run only once for the business unit, then the frequency is reset to Don't.
  - Select Always if you want Receivable Update to run for the business unit every time this run control is requested.
  - Select Don't if you want Receivable Update not to process the business unit when the run control is requested.
- Accounting Date From/To: The accounting dates specified here are the dates within which the system selects groups for processing. Click to view a calendar.

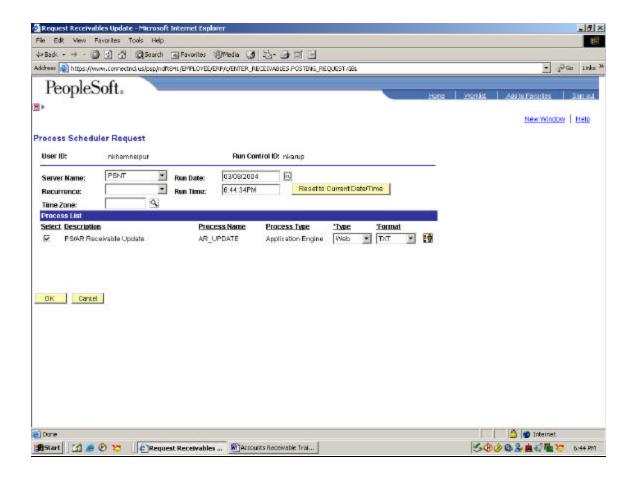


- The From date defaults to 01/01/1900, and the To date defaults to the current date.
- Change the From date to a more specific current date instead of leaving it as 01/01/1900.
- When the system scans the database, it looks at the group accounting date for each group that is set to post to see if it falls in the date range. If it is within the range specified on this page, it will process it to post.
- High Balance Basis Date: Run Date.
  - High Balance Basis Date is the date that the Receivable Update process uses when calculating the customer history amount.
  - o By default, the Receivable Update process uses the Run Date.
  - If you want history to be calculated as of the calculation date, select Calc Date (calculation date).
- Customer History Options: You specify which history elements the run of the Receivable Update process updates for the business unit.
  - The User Defined check box updates the history elements you established on the User Defined History page in Define Receivable Processing.
  - The Payment Performance check box updates the following history elements: average days late, weighted average days late, weighted average terms, and weighted average days paid.
  - o The DSO check box updates both DSO-30 and DSO-90.
  - Old If the Sub Customer option is enabled system-wide, the Sub Customer check box appears after you select one of the history elements and applies to all of them that you select. It updates history at Sub Customer levels for all customers in the business unit who have Sub Customer history enabled.

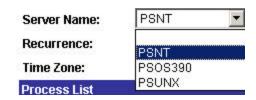
Note: When you post within Receivables, the system processes groups of pending items in order to update a customer's balance and system-defined history elements. During processing, the system creates balanced, valid accounting entries as needed. The Journal Generator then summarizes the accounting entry information into General Ledger journal format. Then the General Ledger Posting process updates your ledger balances.

Click Run



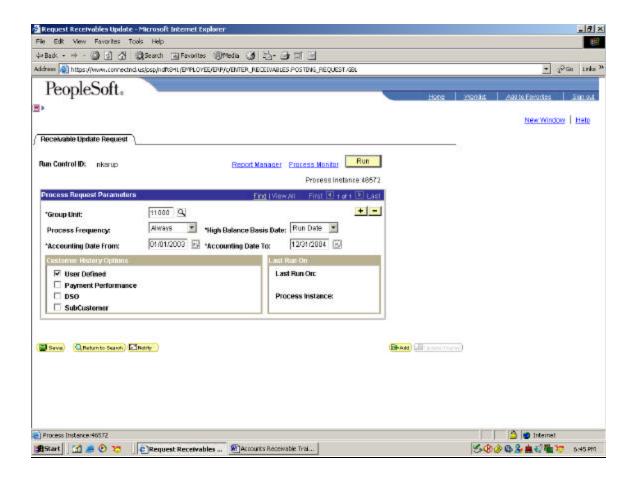


- Make sure the PS/AR Receivable Update check box is checked.
- Select the appropriate Server Name: PSNT



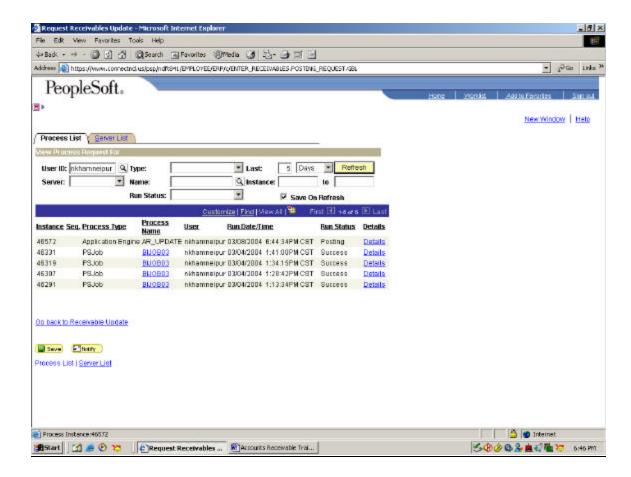
Click OK.





- Once the process has terminated, you will be brought back to the Receivable Update Request page with a new process instance tied to the process.
- To view the status of the process, click on the <u>Process Monitor</u> hyperlink.





 Click the <u>Go Back to Receivable Update</u> hyperlink to return to the Receivable Update process page.



## Item Maintenance

A maintenance worksheet is a workspace for offsetting items, write-offs, or adjustments to clean up posted items. You can also use maintenance worksheets to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

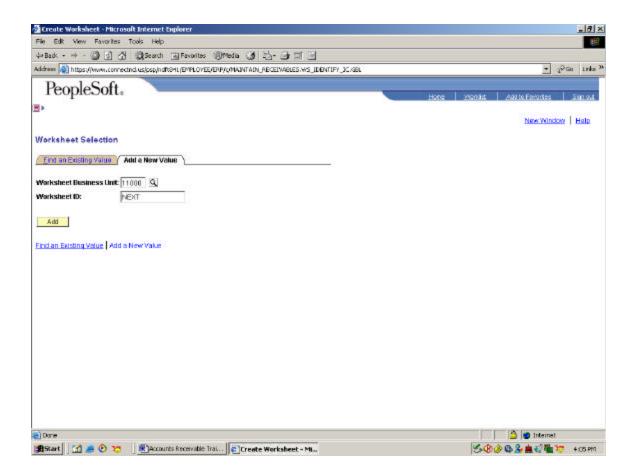
### Refunds

Accounts Receivable > Maintenance > Maintenance Worksheet > Create Worksheet

- Worksheet Business Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Worksheet ID: NEXT

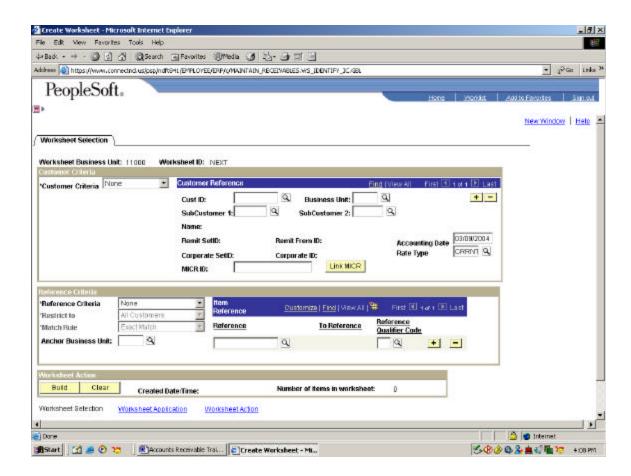






Click Add .



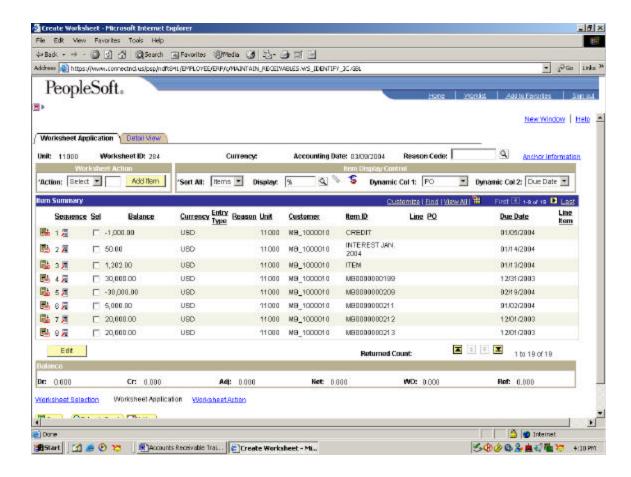


- Put in the Customer ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Business Unit: Put in the appropriate Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click Build

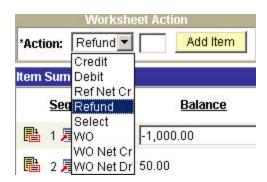
Note: You can also navigate to Worksheet Application. Accounts Receivable > Maintenance > Maintenance Worksheet > Worksheet Application







Select the appropriate Action from the Worksheet Action menu: Refund

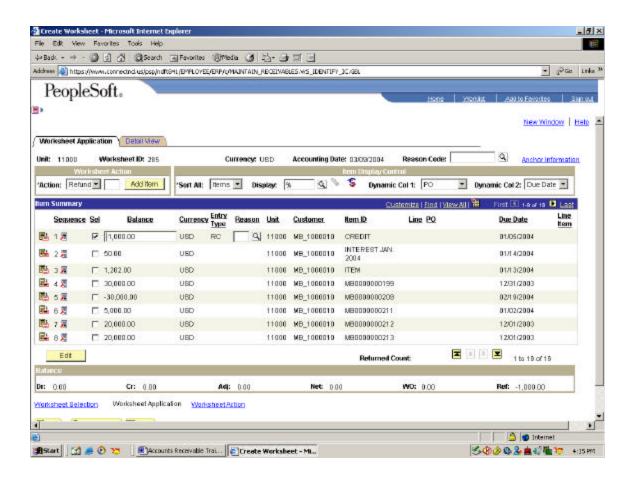


• Click on the appropriate Item ID that you want to refund. The dollar amount has to be a negative – credit amount.



 Use to select items for refunding. You can select only credit items as refunds. If you are offsetting a debit against a larger credit and you want to refund the difference, first select the debit and the larger credit and then select the Ref Net Cr (refund net credit) action.

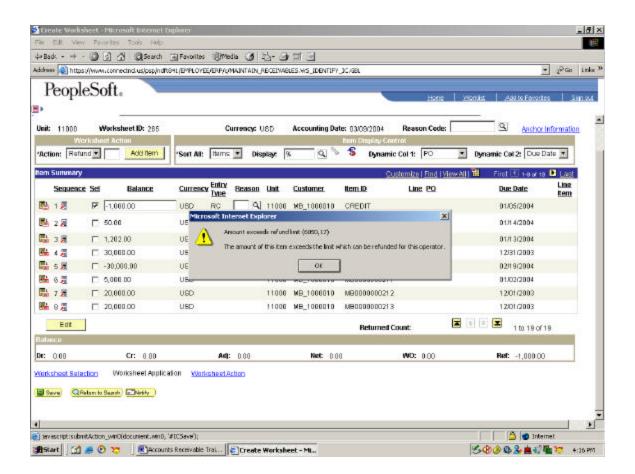
Note: If you select an item that is in use, you will get an error message. The system checks groups to see if an unposted item exists for the item that you selected or if the item has been selected in another group.



Note: Make sure that the user id has the appropriate refund limit setup on their Operator Preferences – Receivables Data Entry 2. Otherwise you will get an error message as described below.



Max Write Off:	500.00
Max Refund:	1100.00



Note: Once the refund limit is changed, you will need to clear the worksheet, rebuild it and select 'Refund' and the item.

• Click Save.

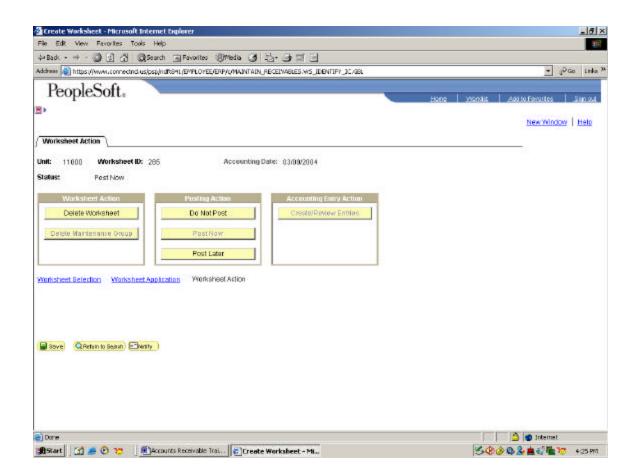




Note: The total dollar amount for the refund is noted in the Balance section at the bottom of the worksheet.

- Click the Worksheet Action hyperlink.
- Click Post Now

Note: You cannot post an out-of-balance worksheet. Every dollar must be accounted for.



Note: You must run ARUPDATE to post the worksheet before running the 'Request Refund' process.

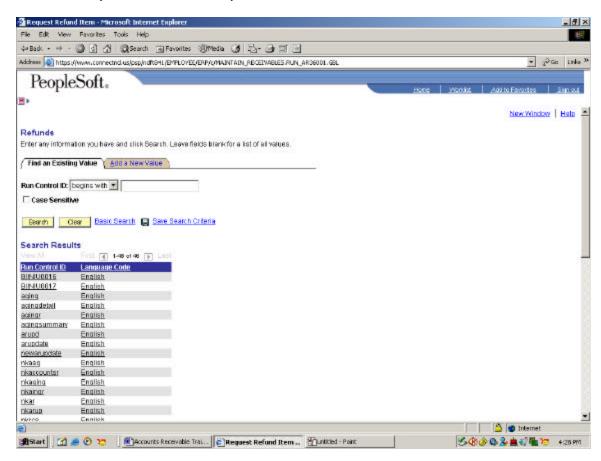


#### **Process Refunds**

Note: In order to process refunds, you must first create a maintenance worksheet on the Worksheet Selection page. Select an Action of Refund on the Worksheet Application page and select the credit items that you want to refund. Click the Post Now or Post Later button on the Worksheet Action page and run Receivable Update.

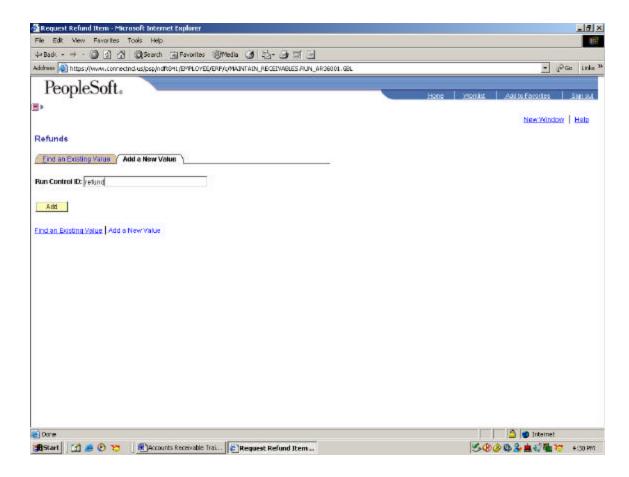
Accounts Receivable > Maintenance > Process Refunds > Request Refund Item

- Enter your Run Control ID.
- If you do not remember your Run Control ID, click Search



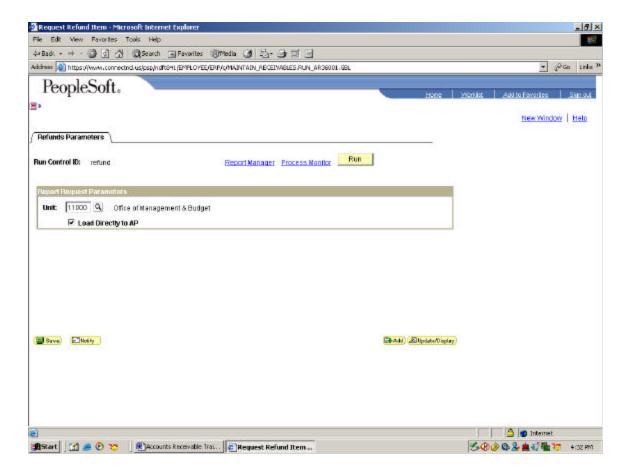
- To add a new value click on the Add a New Value hyperlink.
- Enter a new Run Control Id.





Click Add

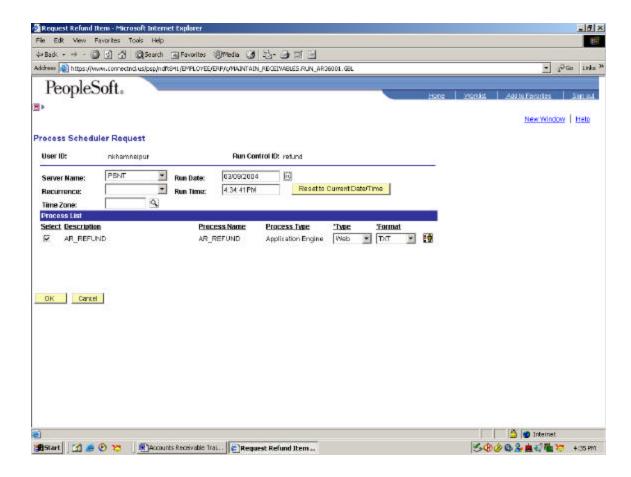




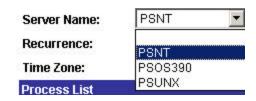
Note: This check box is available only if PeopleSoft Payables is installed on your system. Select this check box to load the processed refunds into the accounts payable voucher tables.

Click Run



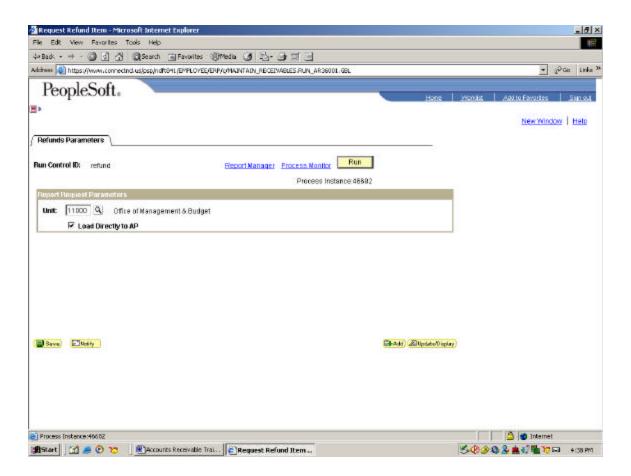


- Make sure the AR\_REFUND check box is checked.
- Select the appropriate Server Name: PSNT



Click OK.



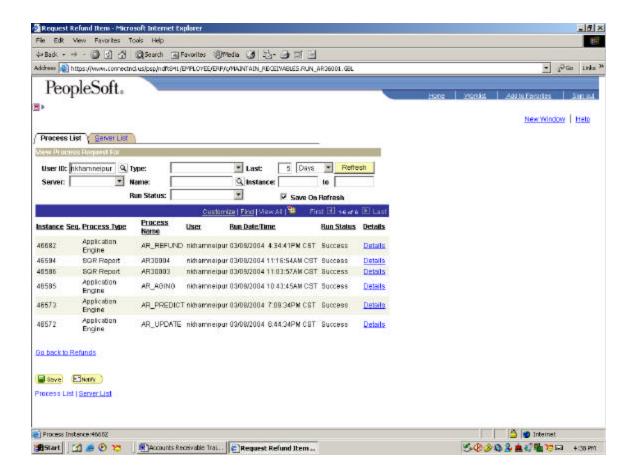


- Once the process has terminated, you will be brought back to the Request Refunds page with a new process instance tied to the process.
- Click on the Process Monitor to view the status of the Process.

Note: You must run the Voucher Load and Voucher Edit processes to build vouchers in the Payables system.







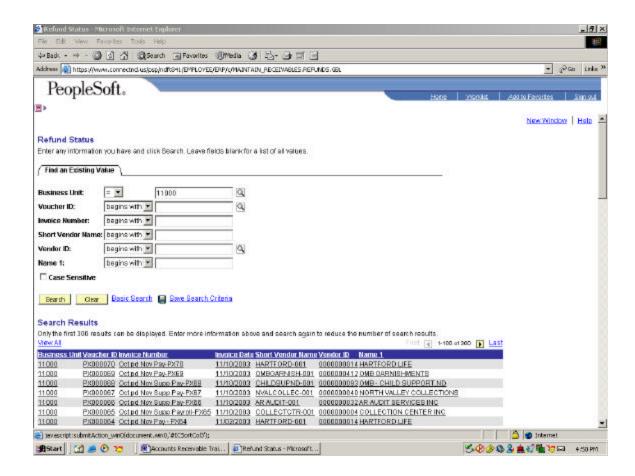
 Click on the <u>Go Back to Refunds</u> hyperlink to return to the Request Refund page.

#### **Refund Status**

Accounts Receivable > Maintenance > Process Refunds > Refund Status

- Business Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Vendor: Vendor. Click on the magnifying glass icon  $\overline{\mathbf{Q}}$  to see and choose from a list of valid values.
- Invoice: Invoice Number. Click on the magnifying glass icon  $|\mathcal{Q}|$  to see and choose from a list of valid values.





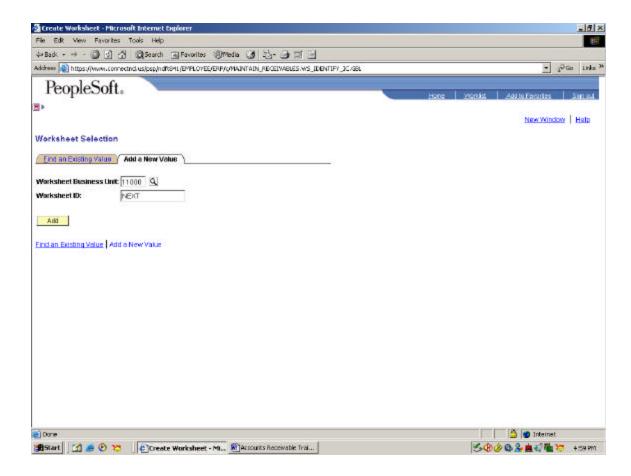
#### Write Off

Accounts Receivable > Maintenance > Maintenance Worksheet > Create Worksheet

- Worksheet Business Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Worksheet ID: NEXT
- Click Add

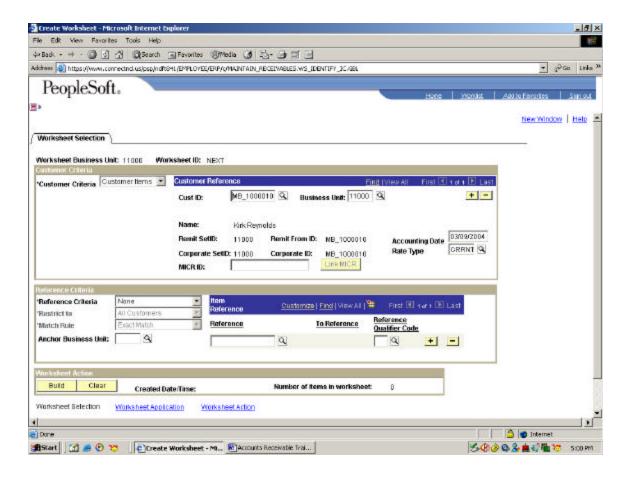






- Customer ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Business Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click Build





Note: You can also navigate to Worksheet Application. Accounts Receivable > Maintenance > Maintenance Worksheet > Worksheet Application

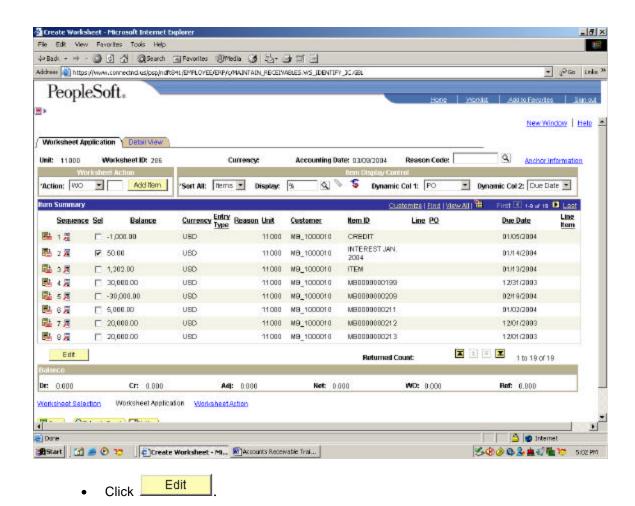
- First select WO (write-off) in the Action field.
- Then select the item for write-off by checking the checkbox next to it.

Note: When you select an action, every item that you select has that action applied until you select a new action.



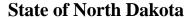
described below.

#### **State of North Dakota**

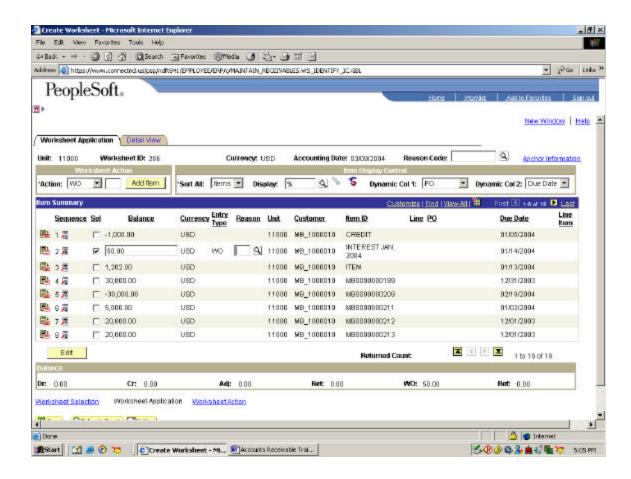


Note: Make sure that the user id has the appropriate refund limit setup on their Operator Preferences – Receivables Data Entry 2. Otherwise you will get an error message as



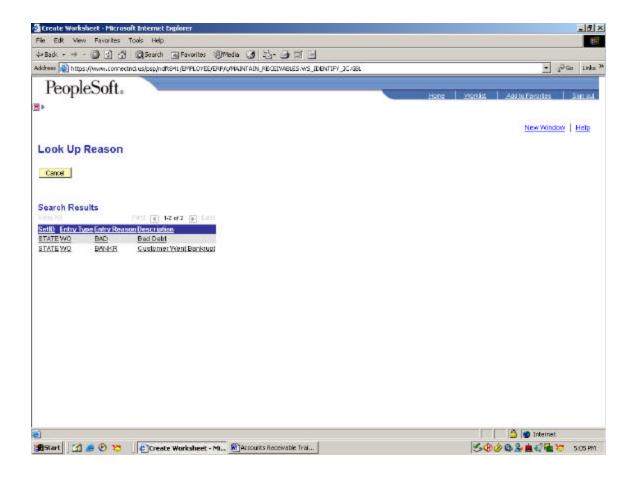






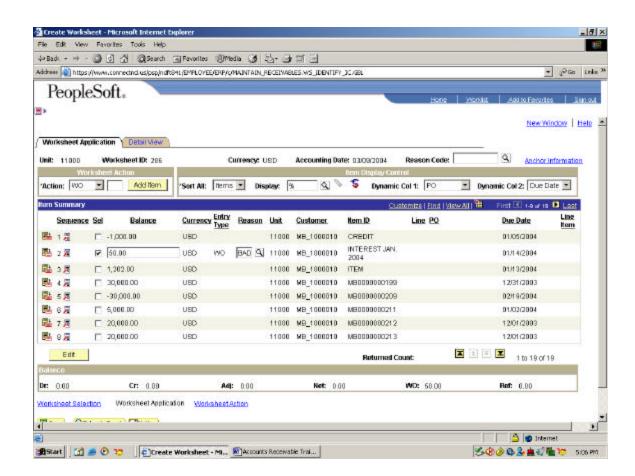
- You may optionally select a reason code.
- Click on the magnifying glass icon \( \overline{\Q} \) to see and choose from a list of valid reason codes.





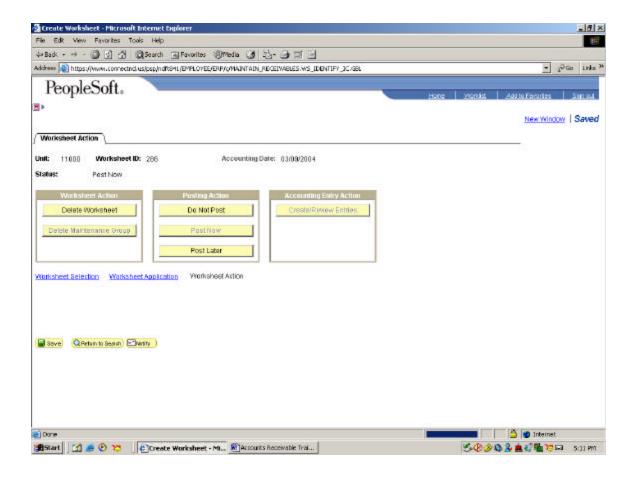
• Select the appropriate Reason Code.





- Click on the Worksheet Action hyperlink.





Note: You must have a zero balance on the worksheet before it can be posted. You must run Receivable Update to post the write off and update the customer balance.



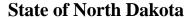
# **UnPosting**

# Payment UnPosting

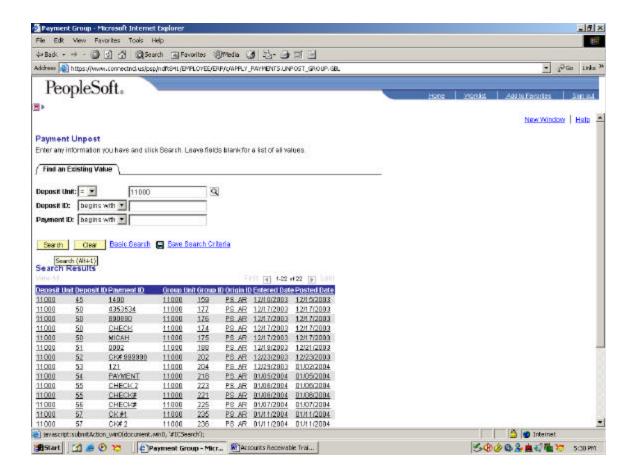
Accounts Receivable > Update Receivables > UnPost Results > Payment Group

Note: You can only unpost groups if the Receivable Update process has successfully processed them. Unposting creates a new group that is the exact opposite of the original group. Unposting a group, in this context, means reversing an action that posted items in PeopleSoft Receivables.

- Deposit Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Enter the appropriate Deposit ID. Click on the magnifying glass icon a to see and choose from a list of valid values.
- Enter the appropriate Payment ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click Search

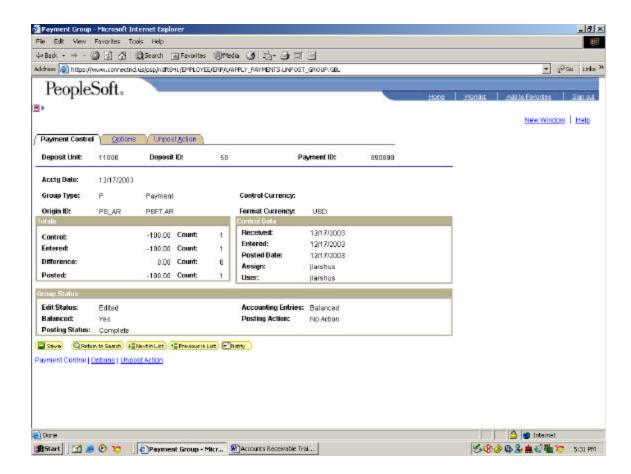






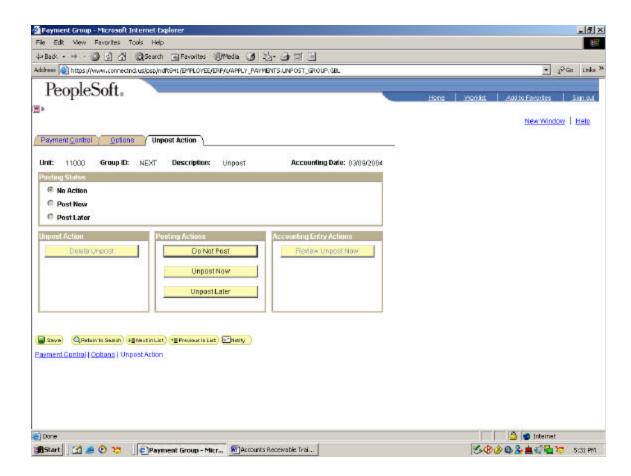
Select the appropriate Payment to Unpost.





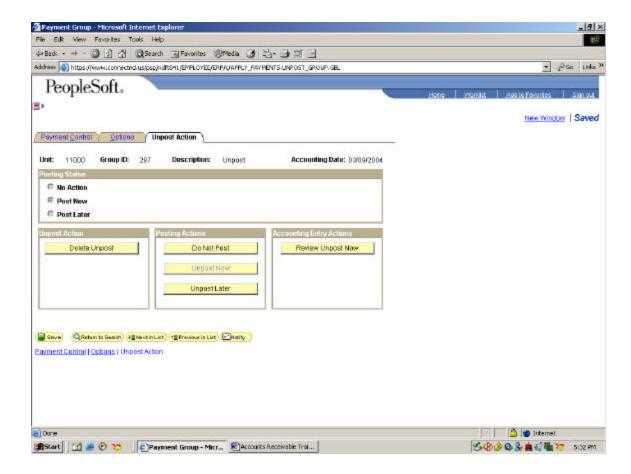
• Click on the <u>UnPost Action</u> hyperlink or tab.





- Click Unpost Now for ARUPDATE to pick up and post the transactions.
- Click Save.



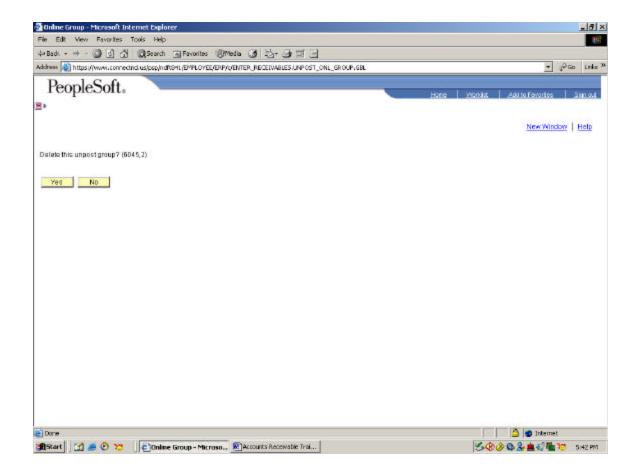


Note: Make sure that the period is open so that ARUPDATE can pick up and post the transaction.

- Click Review Unpost Now the details of the UnPost group.
   to displays an inquiry page where you can review the details of the UnPost group.
- Click Delete Unpost to delete the UnPost group you created. You will be prompted to verify deleting the unpost group.







# Worksheet UnPosting

Accounts Receivable > Update Receivables > UnPost Results > Worksheet Group

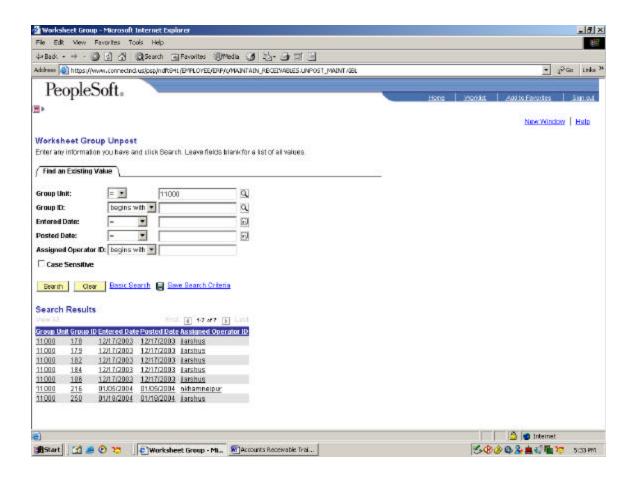
Note: You can only unpost groups if the Receivable Update process has successfully processed them. Unposting creates a new group that is the exact opposite of the original group. Unposting a group, in this context, means reversing an action that posted items in PeopleSoft Receivables.

- Group Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon  $\overline{\mathbf{Q}}$  to see and choose from a list of valid values.
- Enter the appropriate Group ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Enter the appropriate Entered / Posted Date. Click to view a calendar.



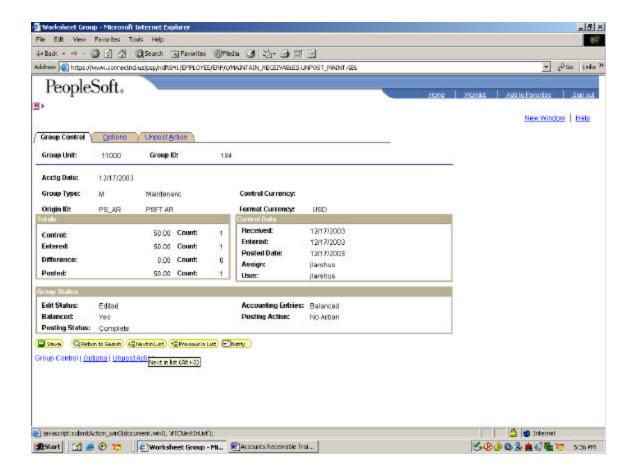


- Enter the appropriate assigned operator ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click Search



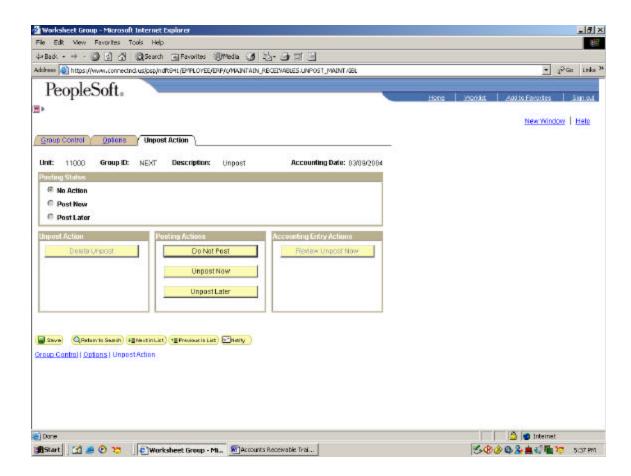
Select the appropriate Worksheet Group.





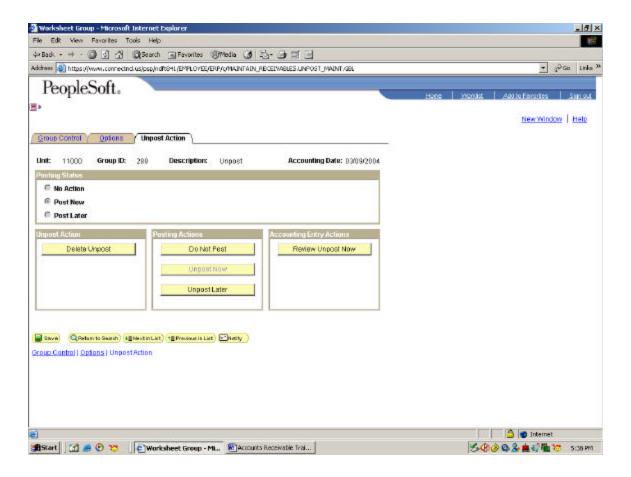
• Click on the **UnPost Action** hyperlink or tab.





- Click Unpost Now for ARUPDATE to pick up and post the transactions.



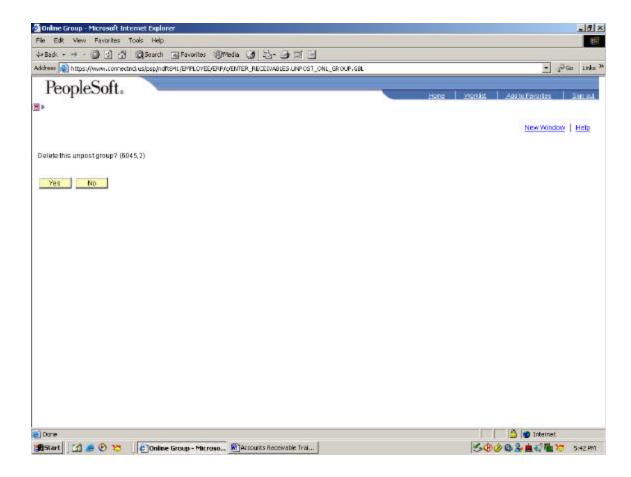


Note: Make sure that the period is open so that ARUPDATE can pick up and post the transaction.

- Click Review Unpost Now to displays an inquiry page where you can review the details of the UnPost group.
- Click Delete Unpost to delete the UnPost group you created. You will be prompted to verify deleting the unpost group.





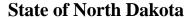


# Online / External Group UnPosting

Accounts Receivable > Update Receivables > UnPost Results > Online Group / External Group

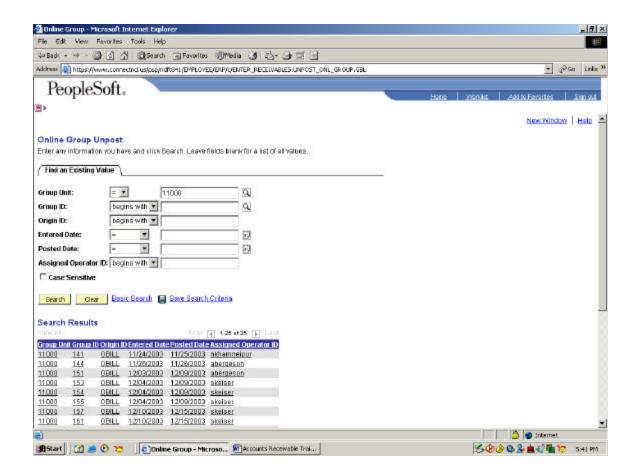
Note: You can only unpost groups if the Receivable Update process has successfully processed them. Unposting creates a new group that is the exact opposite of the original group. Unposting a group, in this context, means reversing an action that posted items in PeopleSoft Receivables.

- Group Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Enter the appropriate Group ID. Click on the magnifying glass icon \( \textstyle \) to see and choose from a list of valid values.



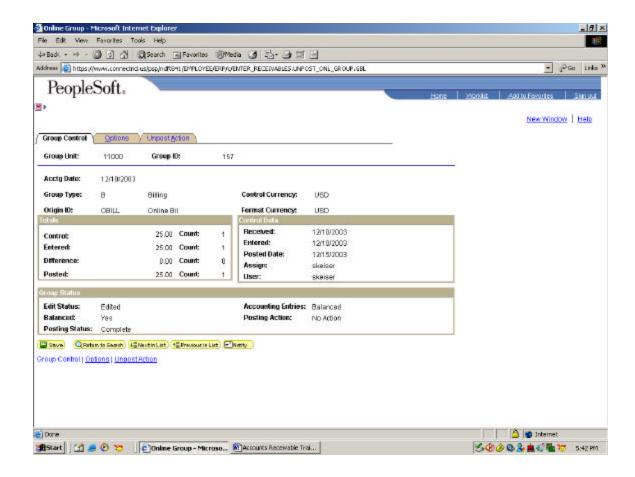


- Enter the appropriate Origin ID. Click on the magnifying glass icon \( \textstyle \) to see and choose from a list of valid values.
- Enter the appropriate Entered / Posted Date. Click to view a calendar.
- Enter the appropriate assigned operator ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click Search



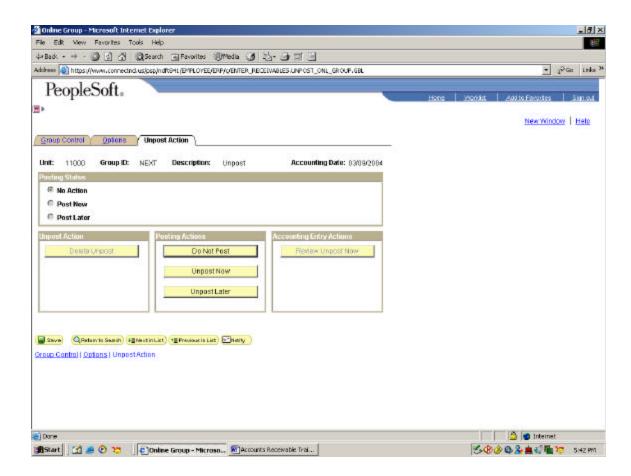
• Select the appropriate Pending Item (Online / External) Group.





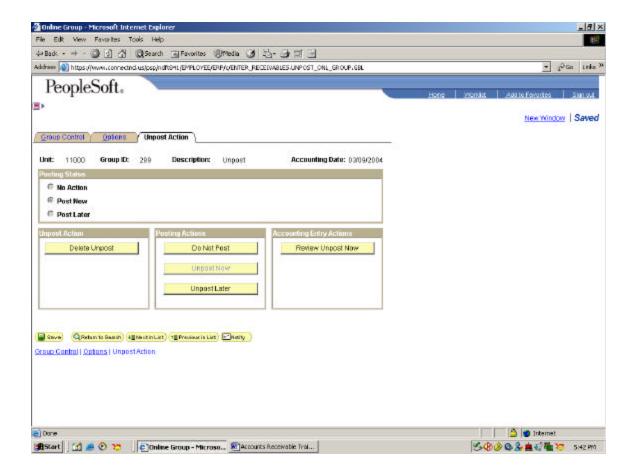
• Click on the <u>UnPost Action</u> hyperlink or tab.





- Click Unpost Now for ARUPDATE to pick up and post the transactions.

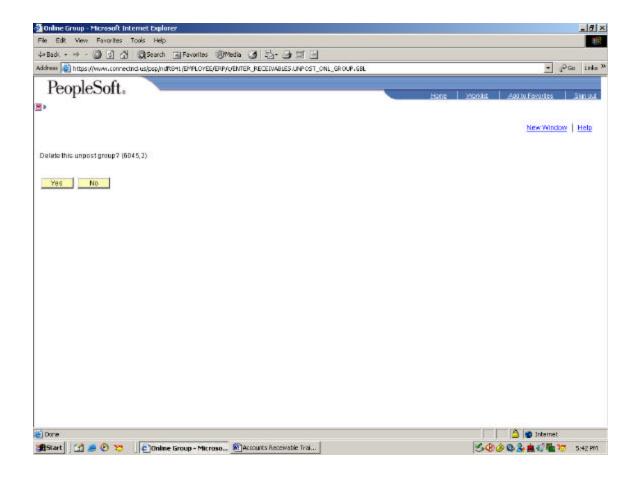




Note: Make sure that the period is open so that ARUPDATE can pick up and post the transaction.

- Click Review Unpost Now to displays an inquiry page where you can review the details of the UnPost group.
- Click Delete Unpost to delete the UnPost group you created. You will be prompted to verify deleting the unpost group.





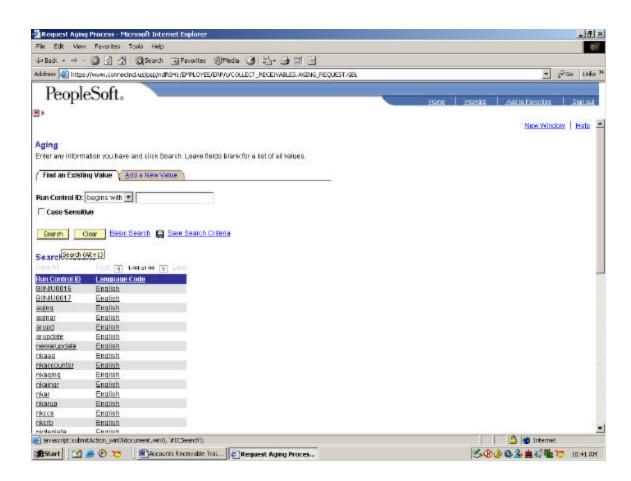


# **Customer Aging**

# **Aging Process**

Accounts Receivables > Update Receivables > Request Aging Process

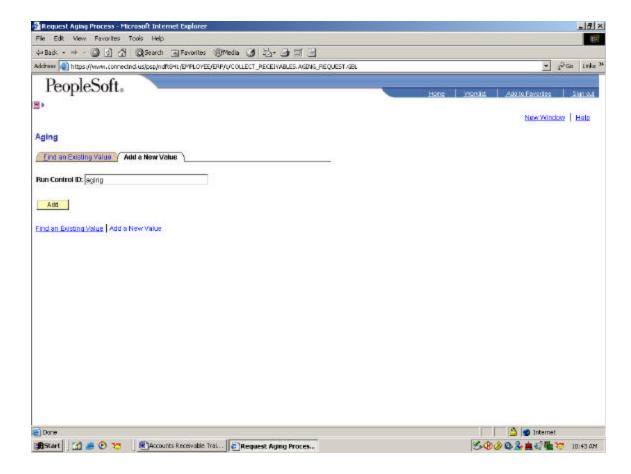
- Put in your existing Run Control ID.
- If you do not remember your Run Control ID, click Search.



 If you have not already setup a Run Control ID, click on the <u>Add a New Value</u> hyperlink.

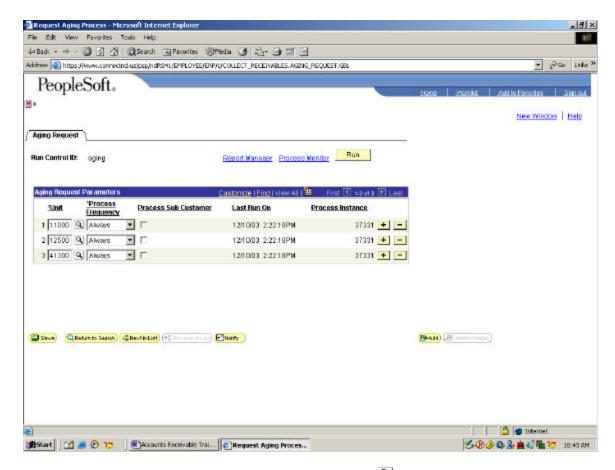






Click Add.





Unit: 11000 Click on the magnifying glass icon to see and choose from a list of valid values.

Note: You can add lines to the scroll if you want to age multiple business units. Each business unit can have different frequencies and options.

• Process Frequency: Always.

Always: Aging runs for the business unit every time this run control is

requested.

Once: Aging runs for the business unit only one time. After aging

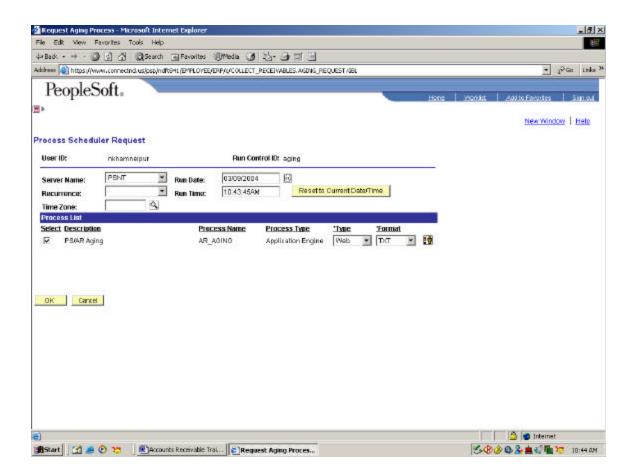
runs, the frequency is reset to Don't.

Don't: Aging doesn't process the business unit when this run

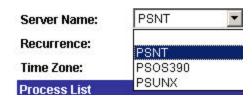
control is requested.

Click Run.



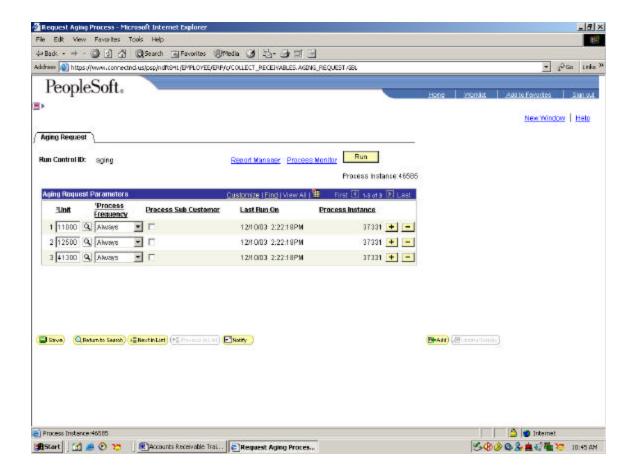


- Select the PS / AR Aging checkbox.
- Specify the appropriate Server Name: PSNT



- Click OK
- Once the process has terminated, you will be brought back to the Request Aging page with a new process instance tied to the process.

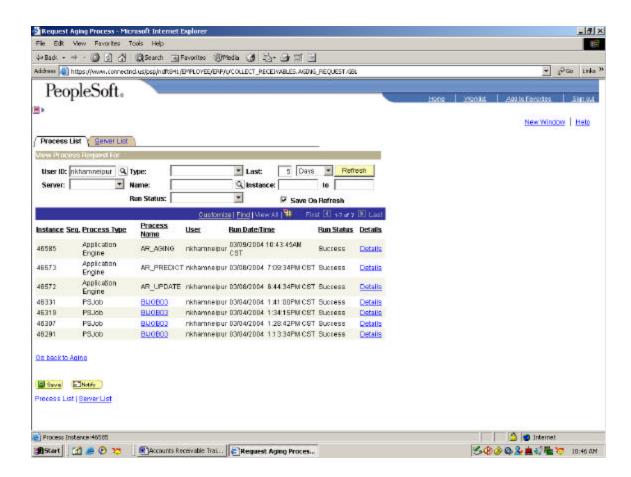




Click on the <u>Process Monitor</u> hyperlink to view the status of the process.



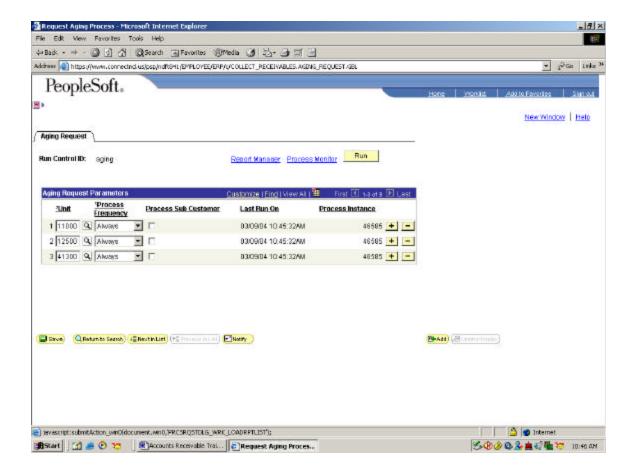




 Click Go Back to Aging hyperlink to return to the Aging Request Process Page.





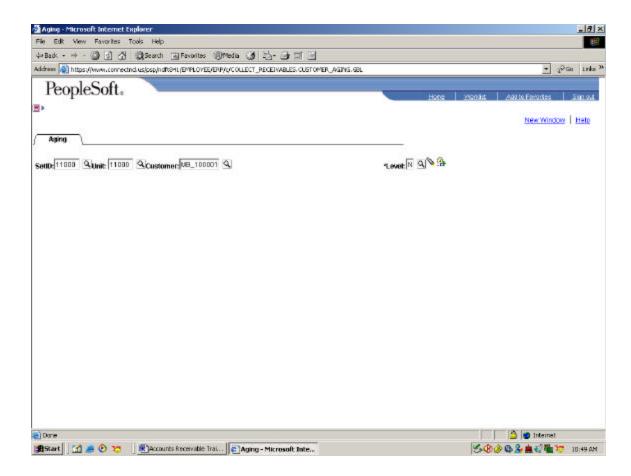


# Online Customer Aging

Accounts Receivable > Collections > Customer Information > Aging



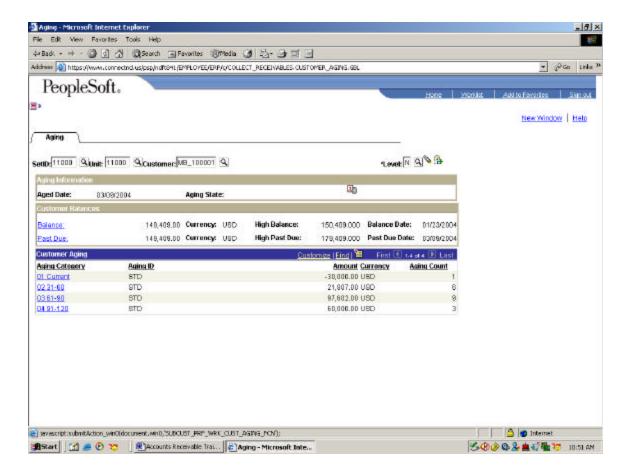




- SetID: Accounts Receivable /Billing Business Unit. Click on the magnifying glass icon use and choose from a list of valid values.
- Unit: Accounts Receivable /Billing Business Unit. Click on the magnifying glass icon Q to see and choose from a list of valid values.
- Enter the Customer ID you want to see aging information on. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click on search icon

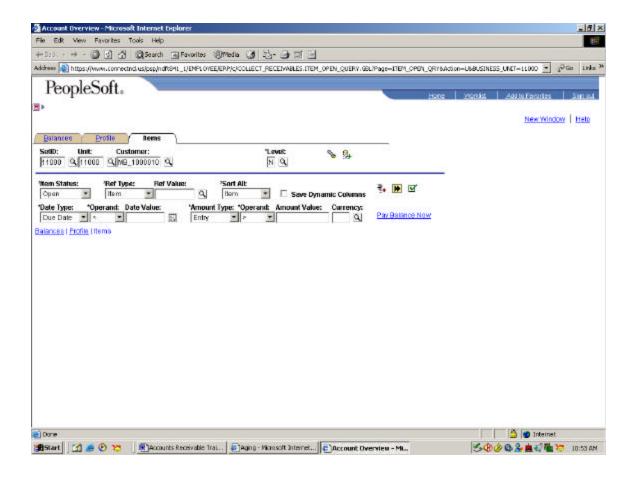






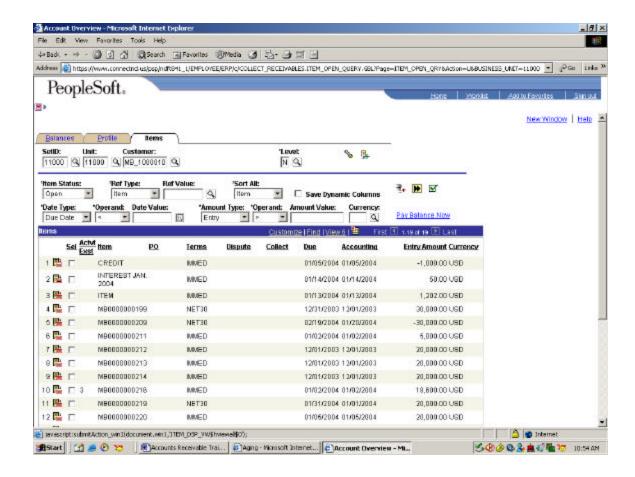
- The Aging Information group box displays the Aged Date and the Aging Status.
  - Aged Date, which is the system date from the beginning of the Aging run. So if the Aging process (AR\_AGING) starts at 11:58 PM on 9/12/04 and ends at 12:01 AM on 9/13/04, 9/12 is the aged date.
  - The Aging State field displays New Balance if the customer's balance has changed since it was last aged. This is an indication that you may want to rerun Aging.
- Click Update Aging to age this customer's items during the next run of the Aging process.
- Customer Balances:
  - Click the <u>Balance</u> link to access the Customer Item Inquiry page.
     Note that a new window will open up and display the Customer Item Inquiry page.





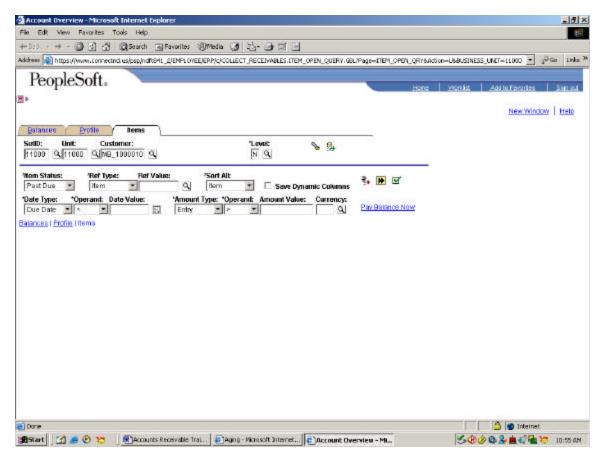
Click on search icon





 Click the <u>Past Due</u> link to access the Customer Item Inquiry page. Note that a new window will open up and display the Customer Item Inquiry page.

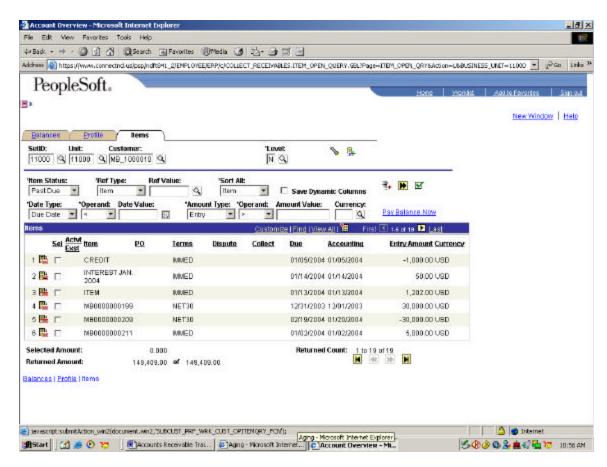




Click on search icon 🔌.





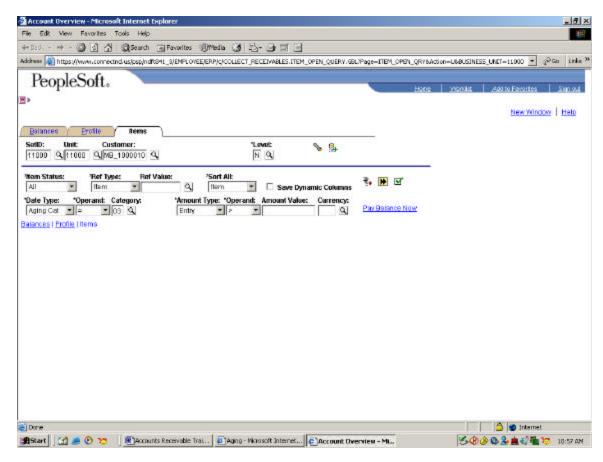


- The Hi Balance (high balance) will show the highest balance since update aging was run.
- The Hi Past Due shows the highest past due amount since update aging was run.

#### Customer Aging

- The Customer Aging scroll contains one line for each Aging Category defined.
- Click the link to access each Aging Category. This will access the Customer Item Inquiry page. Note that a new window will open up and display the Customer Item Inquiry page. The page displays the items in the selected aging category.

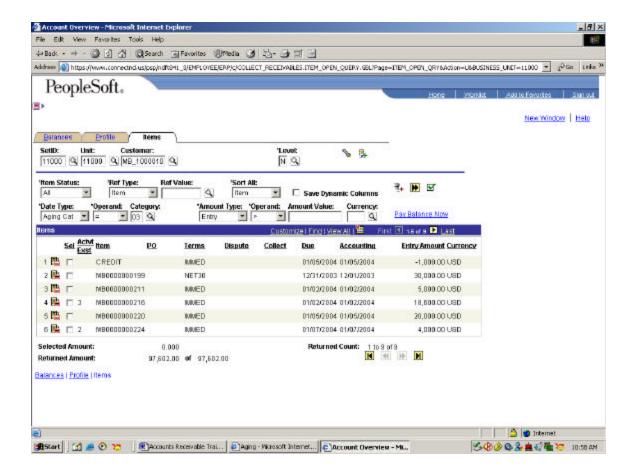




Click to build the page.







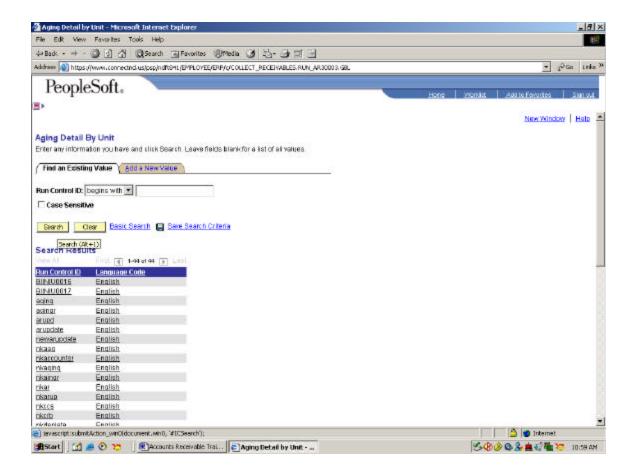
## Aging Detail By Unit

Accounts Receivable > Collections > Aging Reports > Aging Detail By Unit

- Put in your existing Run Control ID.
- If you do not remember your Run Control ID, click Search.

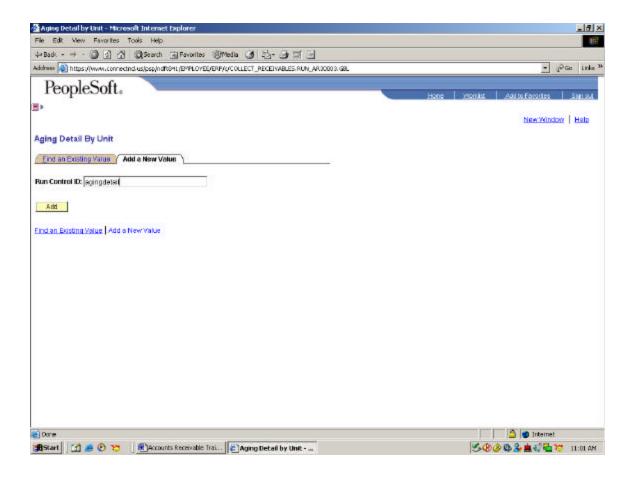






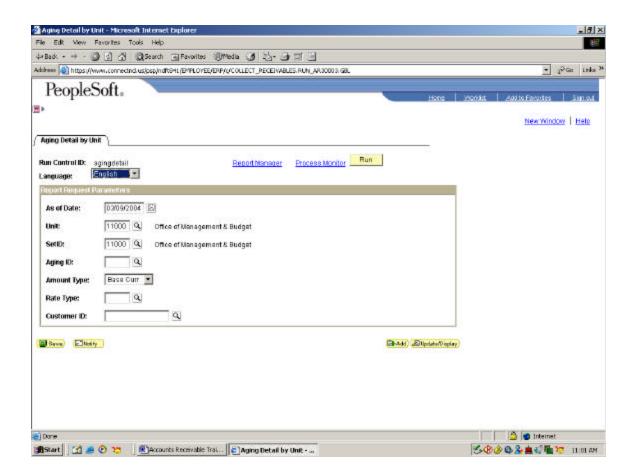
- If you have not already setup a Run Control ID, click on the <u>Add a New Value</u> hyperlink.
- Enter a new Run Control ID.





Click Add.



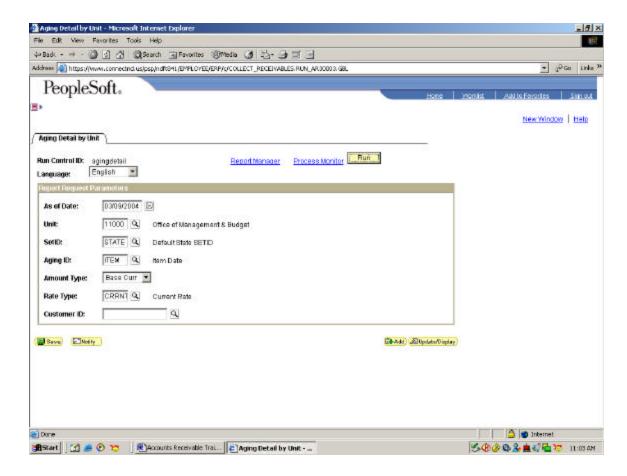






- As of Date: The last date for which the report holds data. Click to view a calendar.
- Unit: 11000. Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- SetID: STATE
- Aging ID: The identification code representing the aging method you've selected for the customer. Click on the magnifying glass icon to see and choose from a list of valid values.
- Amount Type: The currency type displayed on the report. You
  can choose between the Base currency for the business unit
  and the Entry currency.
- Rate Type: CRRNT. The method of determining currency conversion. Click on the magnifying glass icon to see and choose from a list of valid values.
- Customer ID: The customer identifier. Leave blank to include all customers in the specified Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.

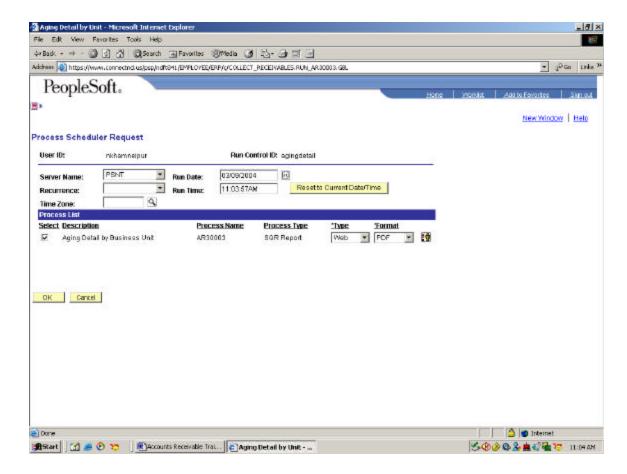




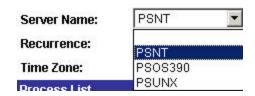
- Click Save.
- Click Run.





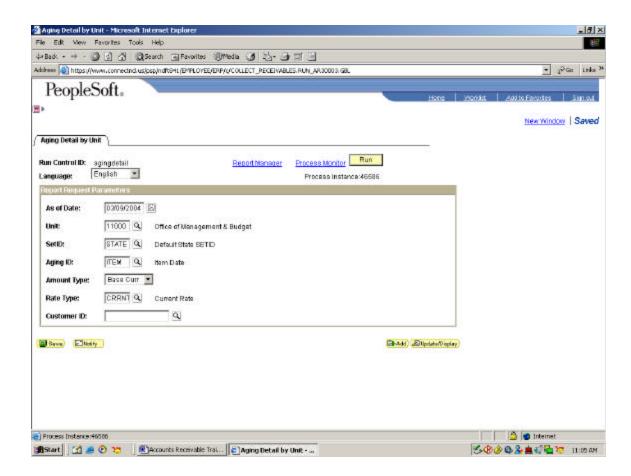


- Make sure the Aging Detail by Business Unit checkbox is checked.
- Enter the appropriate Server Name: PSNT



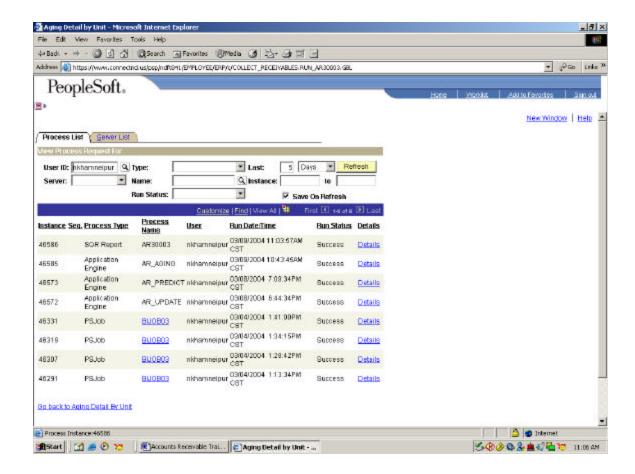
Click OK.





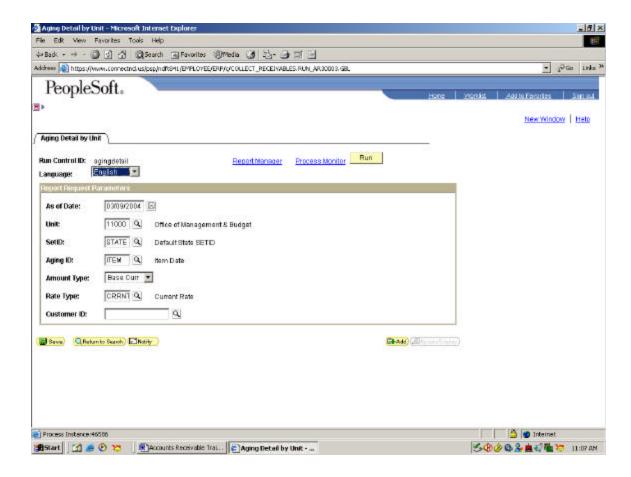
- Once the process has terminated, you will be brought back to the Aging Detail by Unit page with a new process instance tied to the process.
- You can verify the status of the process in the <u>Process Monitor</u> by either clicking the Process Monitor hyperlink or through PeopleTools.





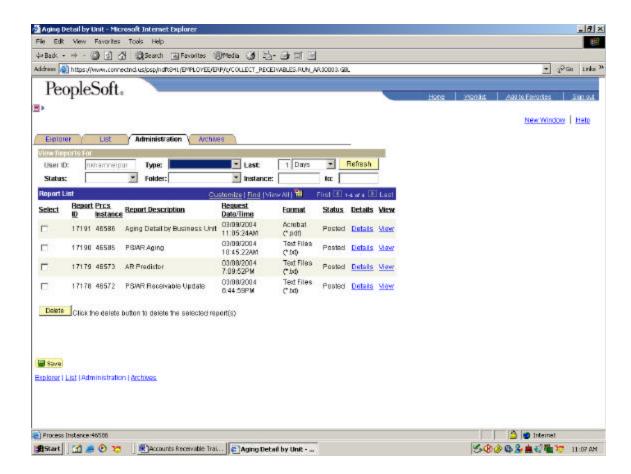
 Click on the Go Back to Aging Detail By Unit hyperlink to access the Aging Report Process Page.





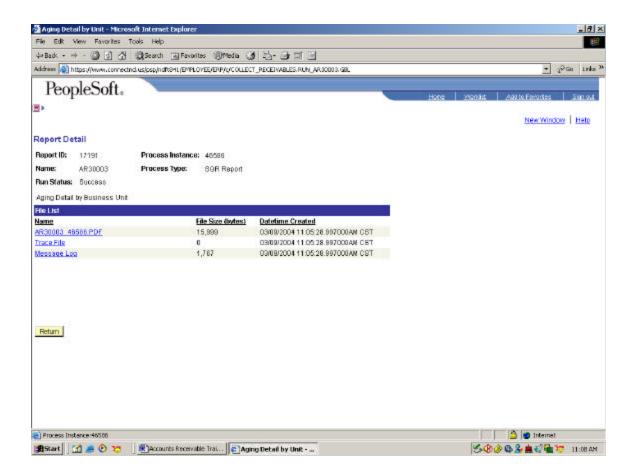
- Click on the Report Manager to access and print the aging report.
- Click the Administrative tab in the Report Manager.





 Click the <u>View</u> hyperlink to view and print the aging report. Pick the appropriate process instance.

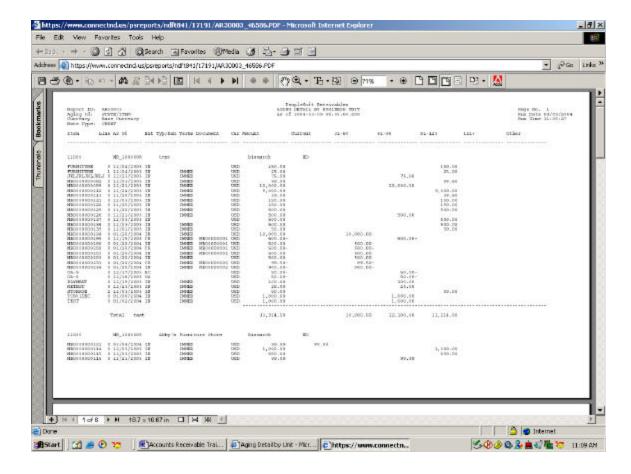




 Click <u>AR30003 Process Instance.PDF</u> hyperlink to view, print and / or save the report.







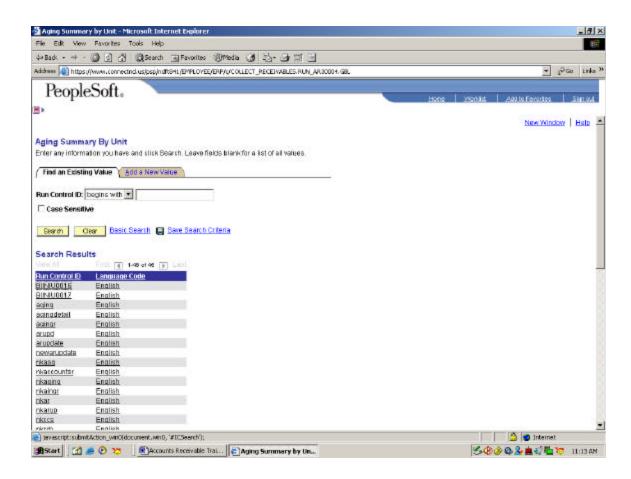
Either Save and / or Print the Report.

### Aging Summary By Unit

Accounts Receivable > Collections > Aging Reports > Aging Summary By Unit

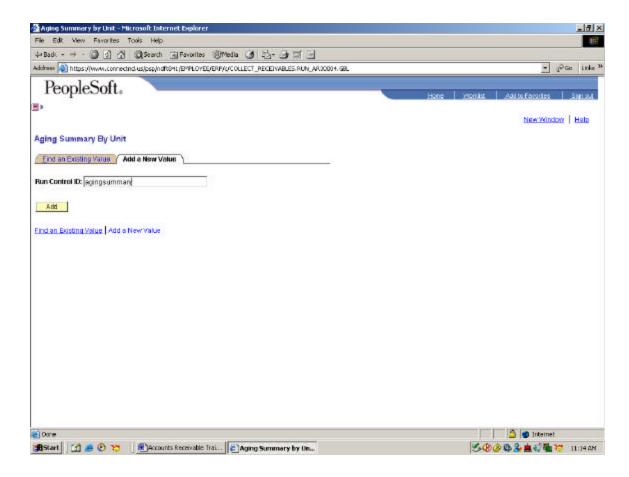
- Put in your existing Run Control ID.
- If you do not remember your Run Control ID, click Search.





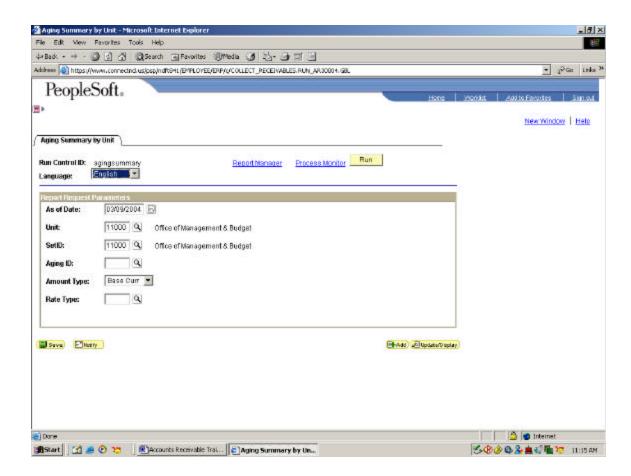
- If you have not already setup a Run Control ID, click on the <u>Add a New Value</u> hyperlink.
- Enter a new Run Control ID.





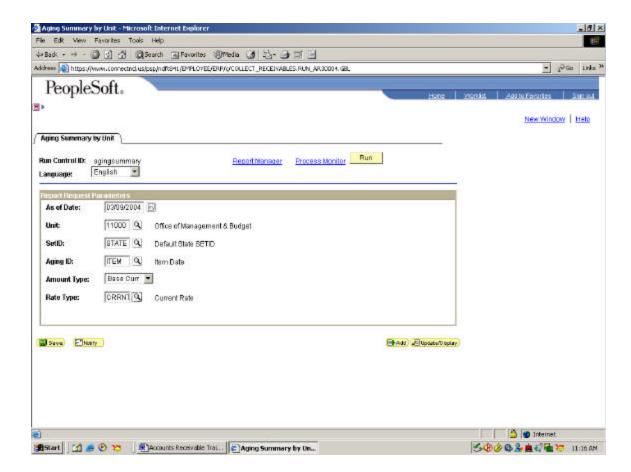
Click Add.





- As of Date: The last date for which the report holds data. Click to view a calendar.
- Unit: 11000. Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- SetID: STATE
- Aging ID: The identification code representing the aging method you've selected for the customer. Click on the magnifying glass icon to see and choose from a list of valid values.
- Amount Type: The currency type displayed on the report. You can choose between the Base currency for the business unit and the Entry currency.
- Rate Type: CRRNT. The method of determining currency conversion.

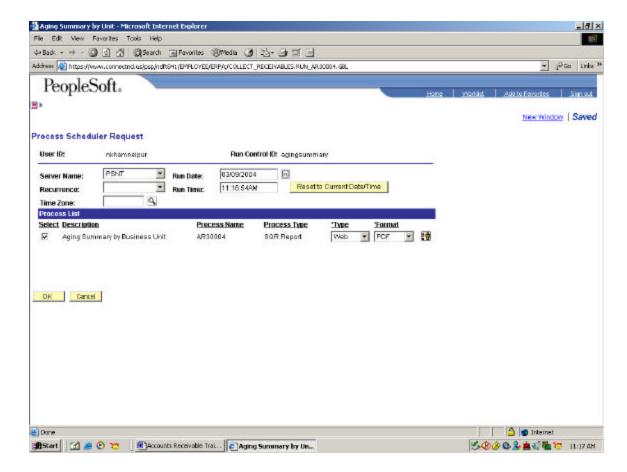




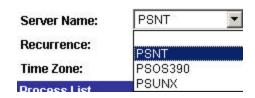
- Click Save.
- Click Run.





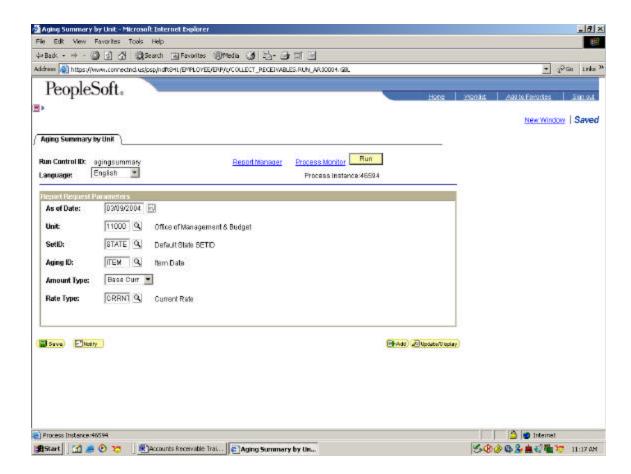


- Make sure the Aging Summary by Business Unit checkbox is checked.
- Enter the appropriate Server Name: PSNT



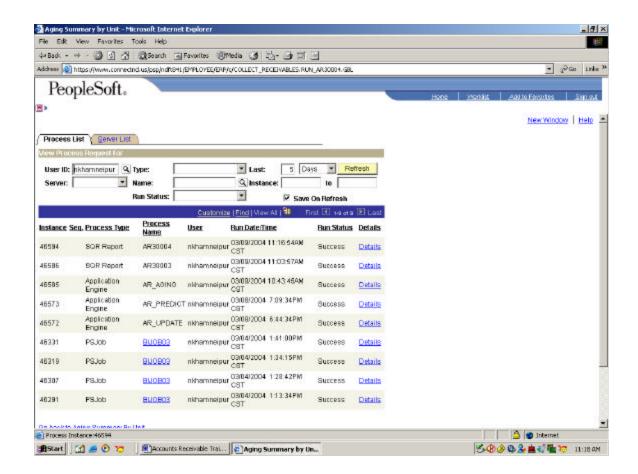
• Click OK.





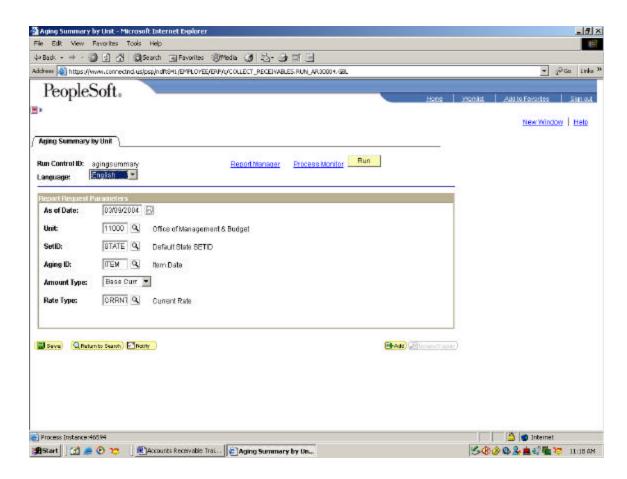
 You can verify the status of the process in the <u>Process Monitor</u> by either clicking the Process Monitor hyperlink or through PeopleTools.





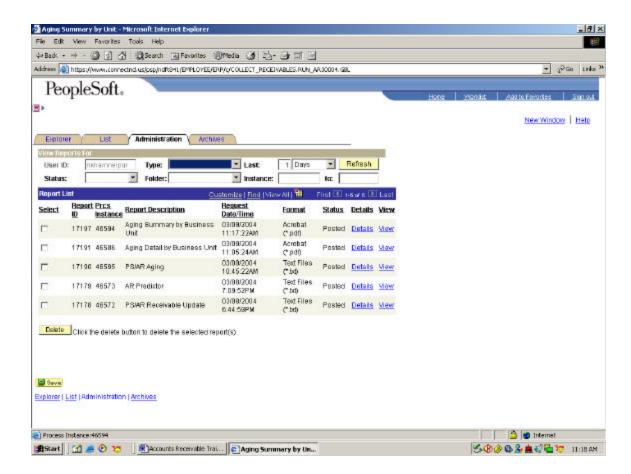
 Click on the <u>Go Back to Aging Summary By Unit</u> hyperlink to access the Aging Report Process Page.





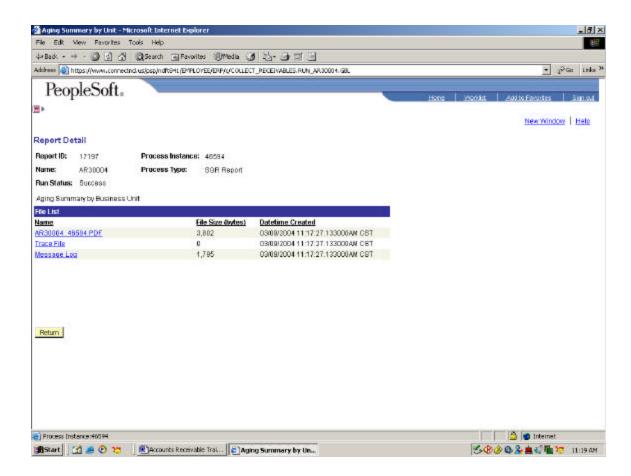
- Click on the <u>Report Manager</u> to access and print the aging report.
- Click the Administrative tab in the Report Manager.





 Click the <u>View</u> hyperlink to view and print the aging report. Pick the appropriate process instance.

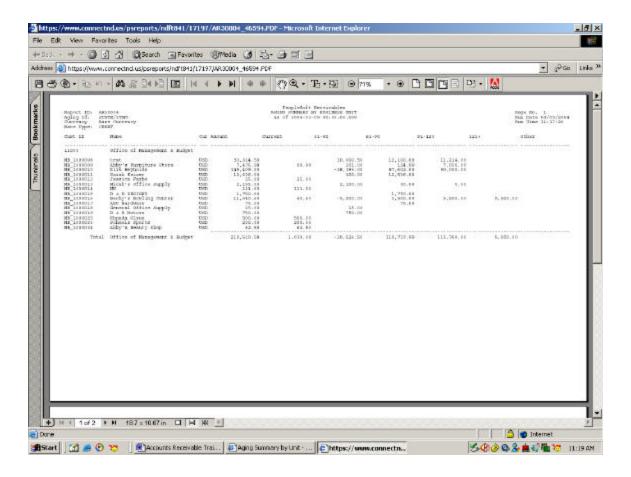




Click <u>AR30004 Process Instance.PDF</u> hyperlink to access the report.







• Either Save and / or Print the Report.



# **Customer Statements**

Accounts Receivable > Collections > Customer Statements > Create Customer Statements

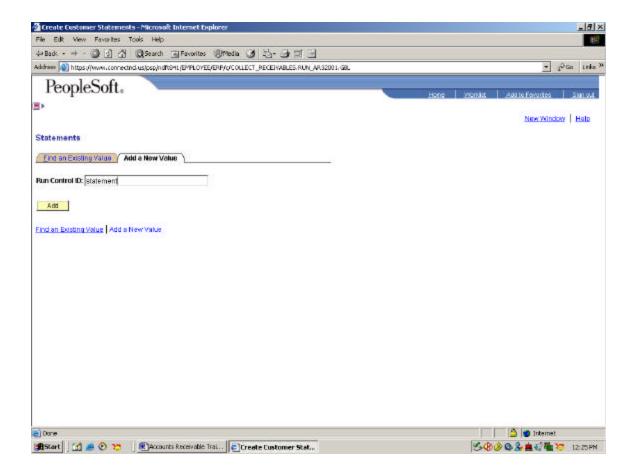
Note: Make sure that ARUPDATE and AGING is run before this Statement request so that the most current item and payment information is reflected for the Customer.

Put in your existing Run Control ID.

If you do not remember your Run Control ID, click Search Create Custom - 3 × File Edit View Favorites Tools Help 4-Back - + - O O O O OSearch Feverites (Media ) 5- - I I Address 🔊 https://www.connectord.us/psp/ndfb9HL/EMPLOVES/ERP/c/COLLECT\_RECEIVABLES.RUN\_AR32001.GBL → PGo Links 30 PeopleSoft. 8 New Window | Help Enter any information you have and click Search, Leave fields blank for a list of all values, Find an Existing Value Add a New Value Run Control ID: begins with 💌 Case Sensitive Search Clear Basic Search 🖫 Save Search Criteria Search Results 4 1-48 of 46 } LID BIIMU0016 English BIINIU0017 English aging acinodetail acingr English agingsummary English arupdate English newarupdate English: nkaag English nkaccounter English rkaging English nkaingr English nkar nkamp English A onternet jevescript:submitAction\_winO(document.win0, '#1C5earch'); 5 0 0 0 2 ± € 12:23PM #Start | 📝 🍃 🕑 👺 | Accounts Receivable Tral... | El Create Customer Stat...

• If you have not already setup a Run Control ID, click on the <a href="Add a New Value">Add a New Value</a> hyperlink.

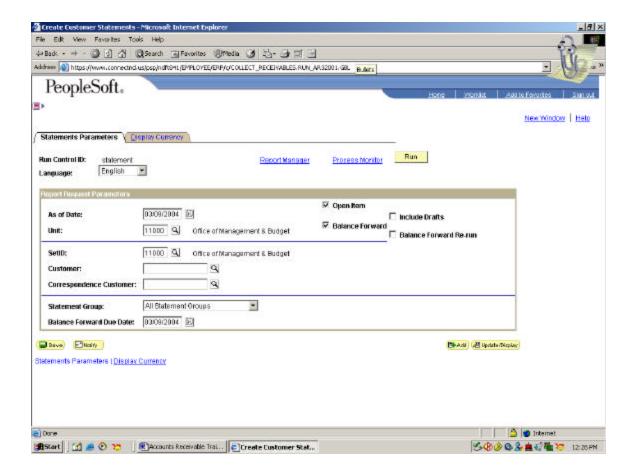




Click Add.







- As of Date: Determines the last date the statement includes data. Click to view a calendar.
  - The current date is the default.
  - o If using an earlier date, the process reconstructs customer balances so that statements show open items as of the date provided.
  - For balance forward statements, the as of date also determines the ending date for the current statement period. The current balance forward statement period begins with the statement date from the previous balance forward statement.
- Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon use and choose from a list of valid values.
- SetID: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon use and choose from a list of valid values.
- Customer: Enter the appropriate 'Customer ID' or leave blank for all customers within the Business Unit. If using only a Customer ID, the process



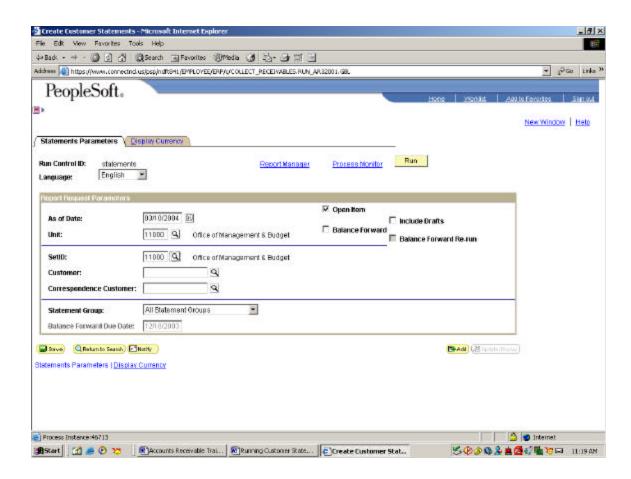


creates statements for the specified customer. Click on the magnifying glass icon  $\overline{\mathbf{Q}}$  to see and choose from a list of valid values.

Note: Enter the % wildcard in the SetID, Unit, and Customer fields if you want to include IDs that begin or end with the same characters or numbers. For example, entering *US0*% will include all business units that begin with US0, such as US00 and US001.

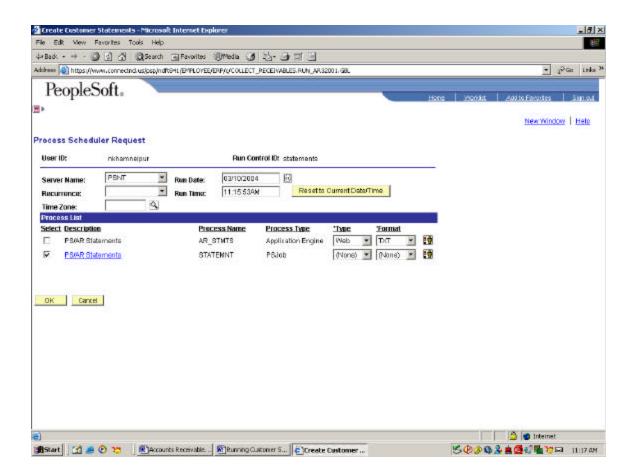
- Open Item: Selected.
  - The default is to run both statement types in a statement run. If not running both statement types, clear either the Open Item check box or the Balance Forward check box. This is useful when you select a business unit that has some customers who receive open item statements and others who receive balance forward statements, and you don't want to process all of them all at the same time.
- Balance Forward: The default is to run both statement types in a statement run. If not running both statement types, clear either the Open Item check box or the Balance Forward check box. This is useful when you select a business unit that has some customers who receive open item statements and others who receive balance forward statements, and you don't want to process all of them all at the same time.
- Balance Forward Rerun: To rerun a balance forward statement. The system
  determines which previous balance forward statement to use for the opening
  balance based on your as of date. It uses the most recent balance forward
  statement prior to the as of date. When you rerun a statement, use the same
  as of date that you used when you ran the original statement. The process
  deactivates the original statement and creates a new one.



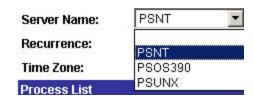


• Click Run





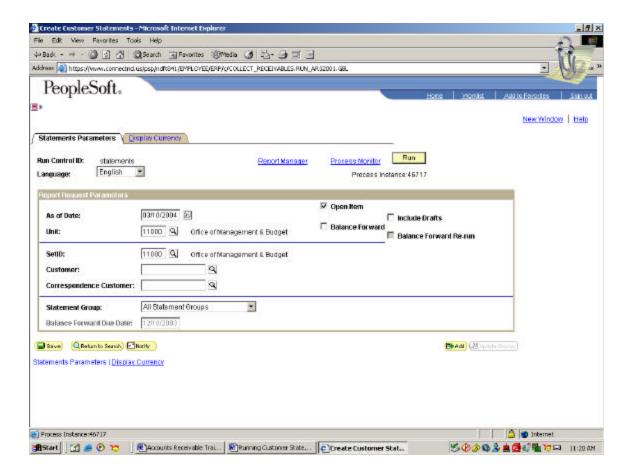
- Select the PS / AR Statements checkbox. (PSJOB)
- Specify the appropriate Server Name: PSNT



Click OK.

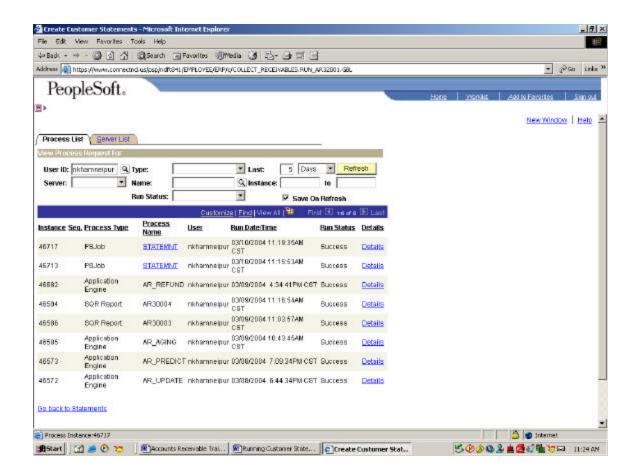






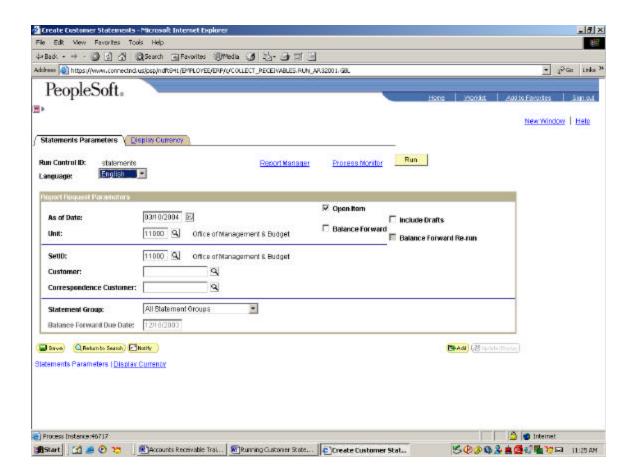
Click on the <u>Process Monitor</u> hyperlink to view the status of the process.





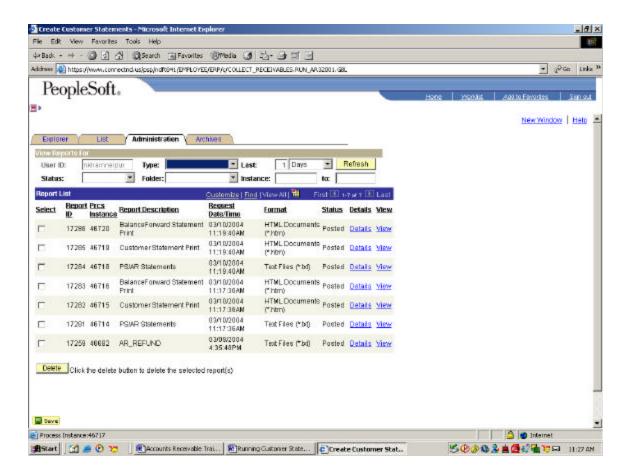
 Click on the <u>Go Back to Statements</u> hyperlink to return to the Statements Process page.





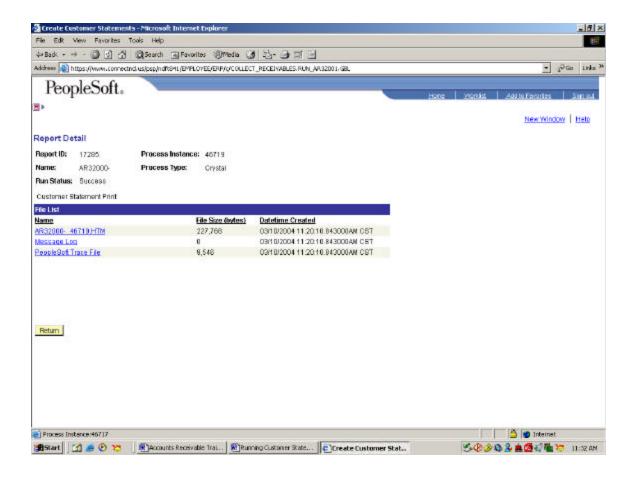
- Click on the Report Manager to view and print out the open item statements.
- Click on the Administration tab in the Report Manager.





 Click on the <u>View</u> hyperlink next to the process instance for the Customer Statement.

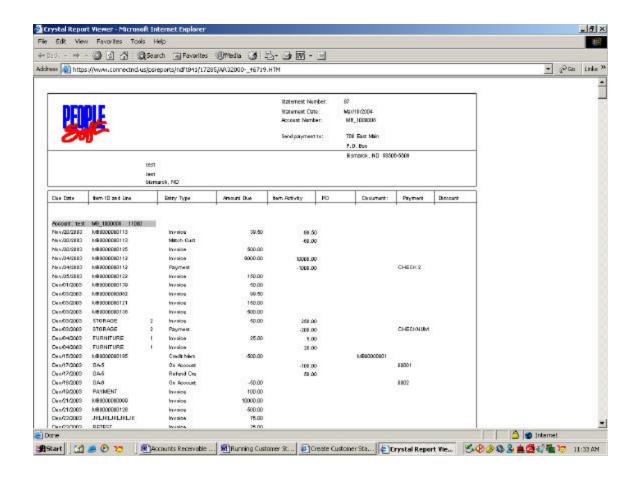




 Click on <u>AR32000 Process Instance.PDF</u> hyperlink to view/ save or print the customer statements.







Note: You can run the Statement Print process separately from the Create Statements through the following navigation: Accounts Receivable > Collections > Customer Statements > Print Statements. This page runs the Statements Print Crystal process (ARSTRPT), which merges data from statement records with predefined layouts and prints the final statement. However, by picking the PSJOB in this example, you have run both processes at the same time.

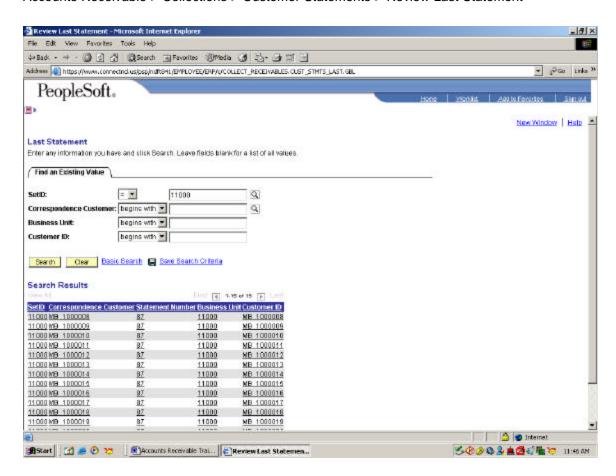


# Viewing Customer Statements Online

#### **Review Last Statement**

View the last statement for a customer.

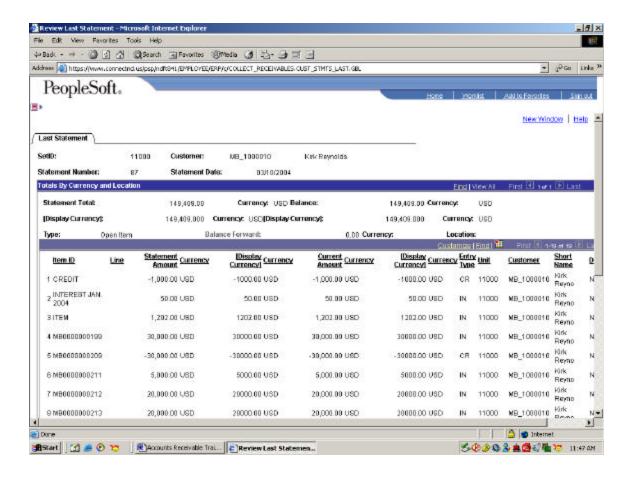
Accounts Receivable > Collections > Customer Statements > Review Last Statement



- Setid: Accounts Receivable / Billing Business Unit. Click the magnifying glass icon to select valid values.
- Click Search
- Select the Customer whose statement information you want to see online.







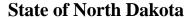
Note: You will only see the statements created for customers during the last run of the statement process. If you want to view a statement for a customer that was created during an earlier run of statements, use the navigation defined below.

#### **Review Statements**

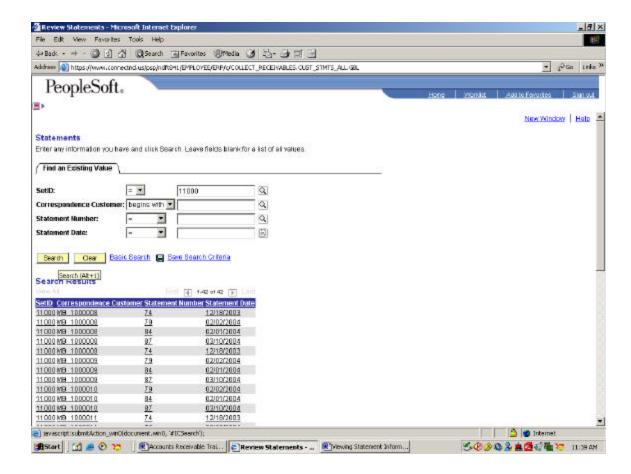
View all statements for a customer.

Accounts Receivable, Collections, Customer Statements, Review Statements

- Setid: Accounts Receivable / Billing Business Unit. Click the magnifying glass icon to select valid values.
- Click Search

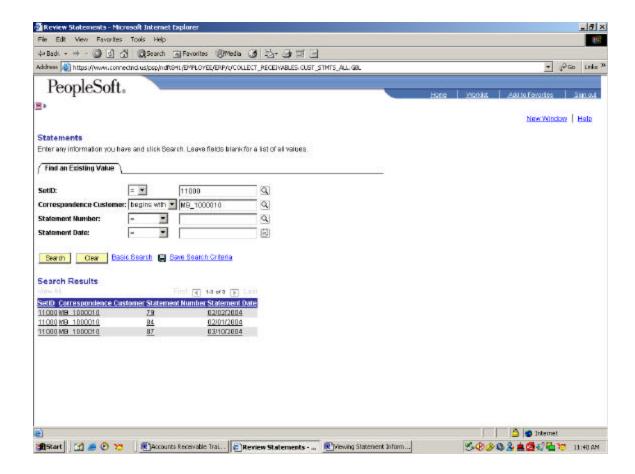






- Correspondence Customer: Select a Customer ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Click Search

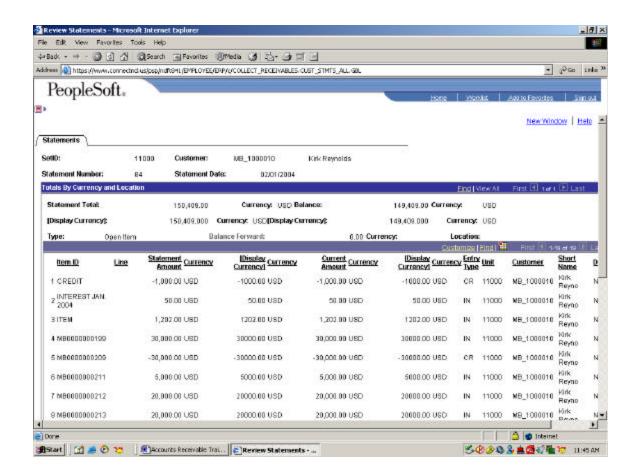




Note: Each time the statement process is run, it will have a new statement number. Using this navigation, you will see all statements created for a customer.

Select the Statement number to view customer statement information online.



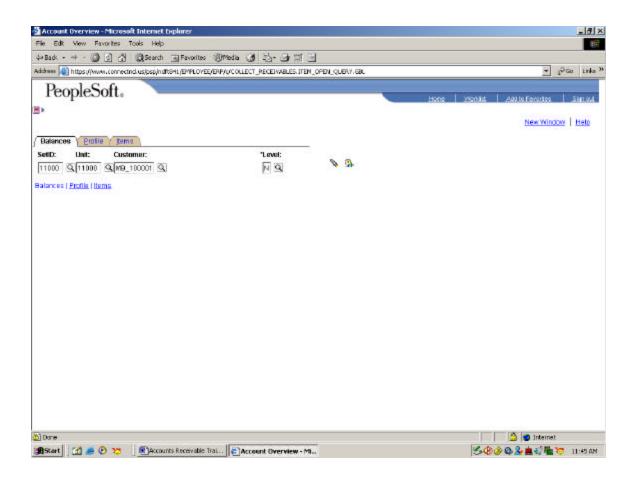




# **Customer Item Inquiry**

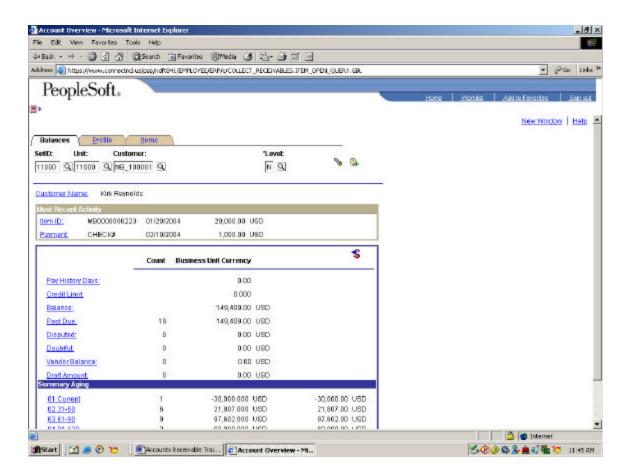
#### **Account Overview**

Accounts Receivable > Collections > Customer Information > Account Overview



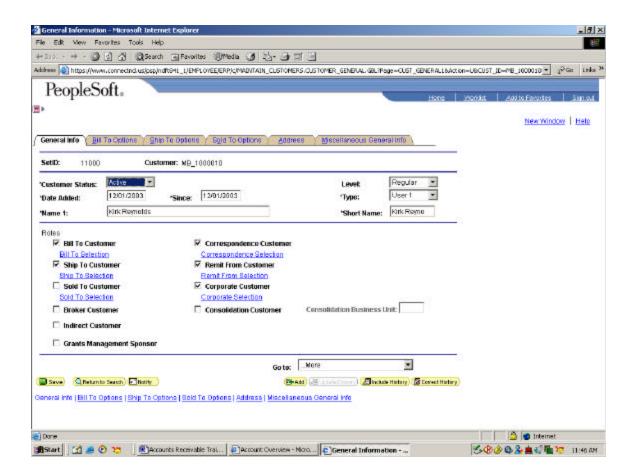
Click to build the page.





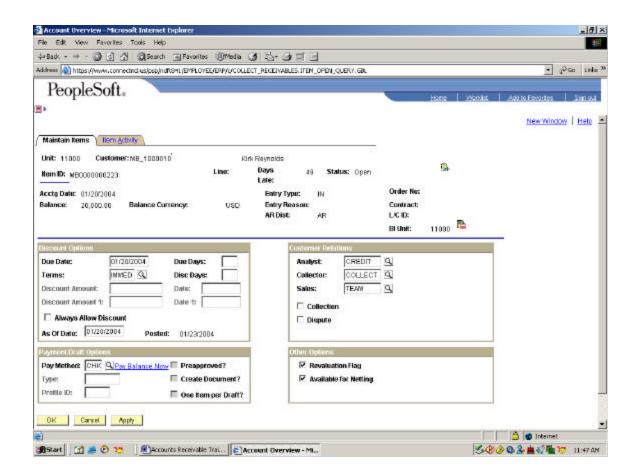
 Click on <u>Customer Name</u> hyperlink to access all the setup information for the customer, including addresses and customer groups.





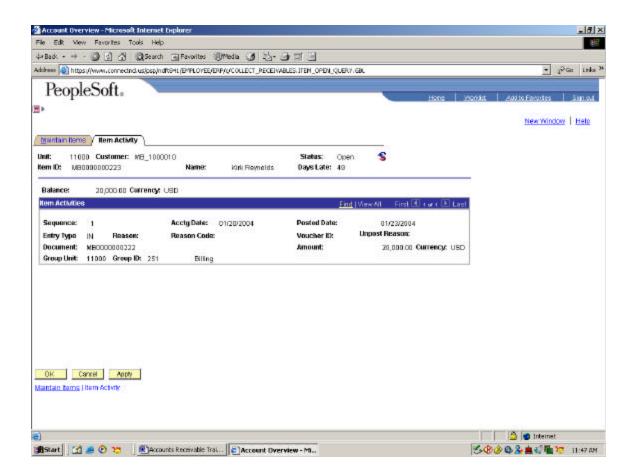
 Click <u>Item ID</u> hyperlink to view additional information on the item (Most Recent Activity)





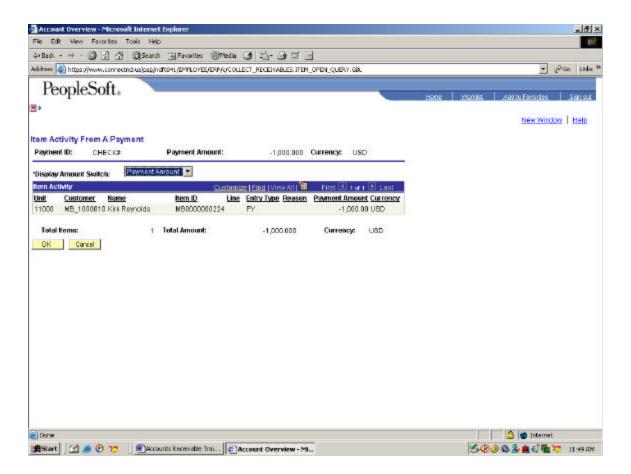
 Click on the Item Activity tab to view all activity related to this item including partial payments, write off and refunds.





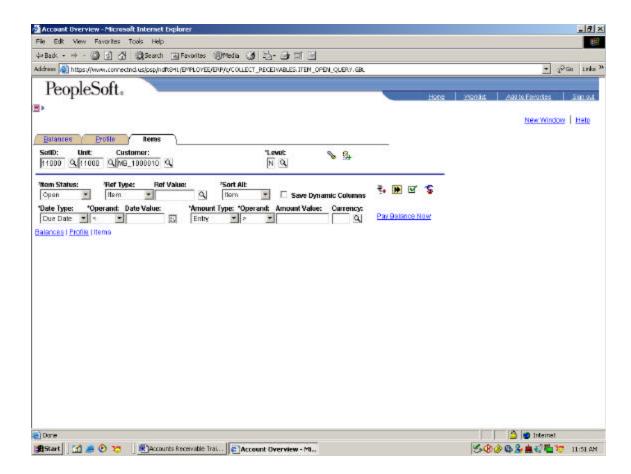
- Click OK.
- Click the Payment link to access payment history related to this customer.





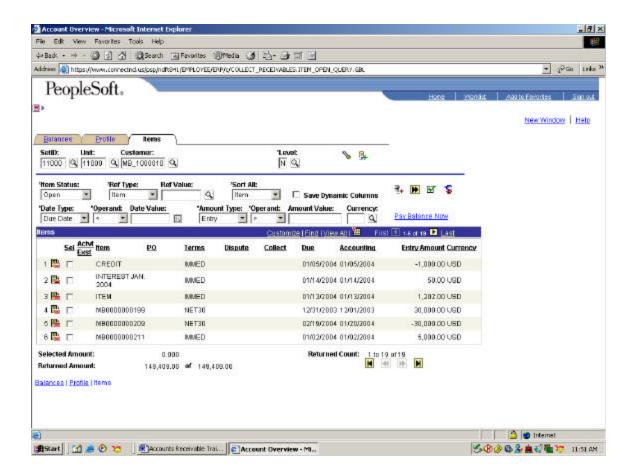
- Click OK.
- Click the Balance hyperlink to show outstanding items.





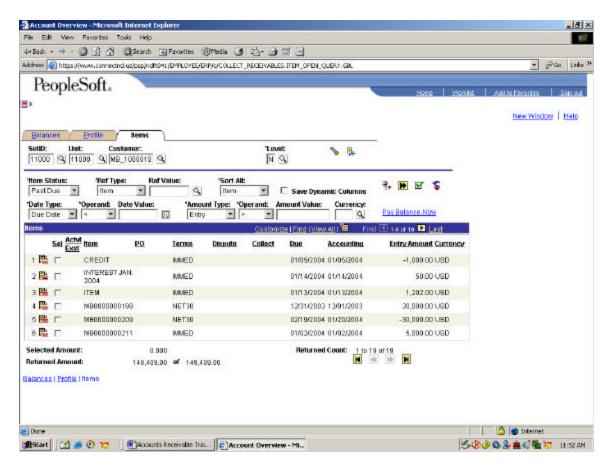
Click on refresh icon





- Click the Balances tab when done.
- Click the <u>Past Due</u> hyperlink to access the open items that make up the customer's past due balance. This link takes you to item detail.

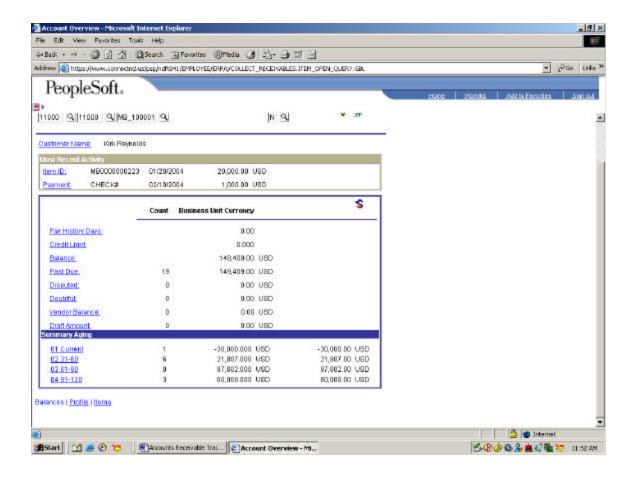




- Click the Balances tab when done.
- Summary Aging:

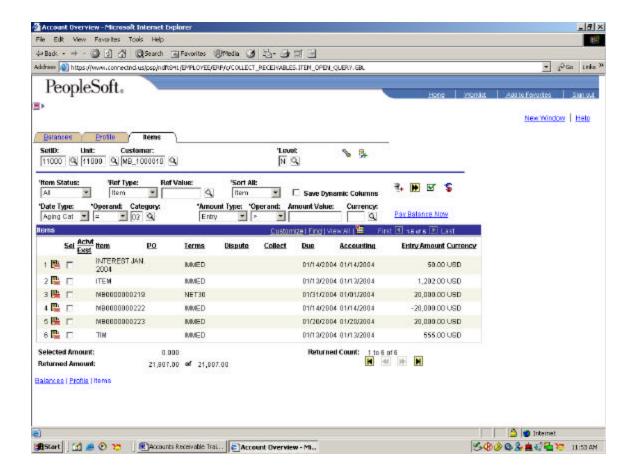






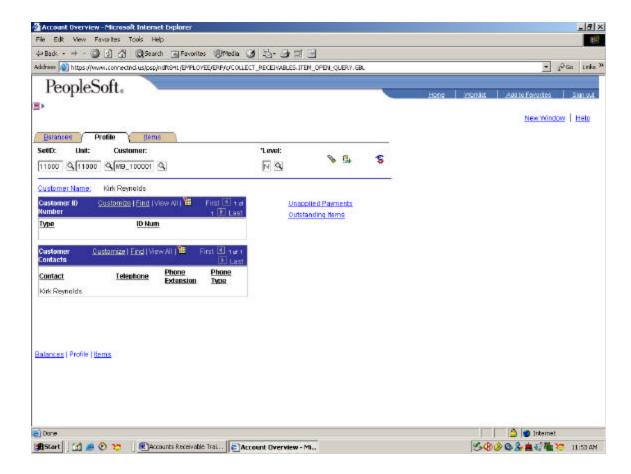
Click on one of the Aging Categories to view aging detail.





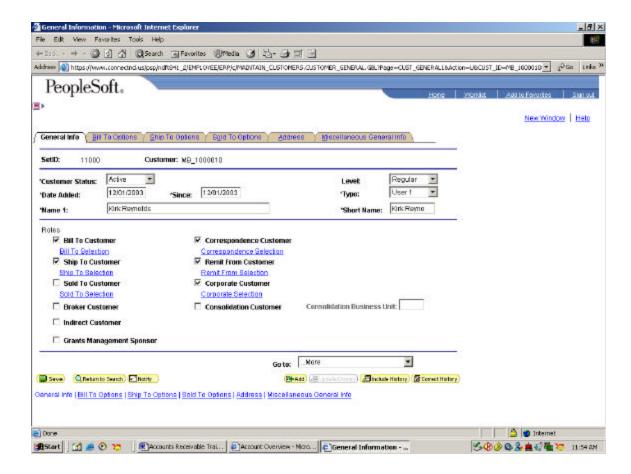
· Click on the Profile tab.





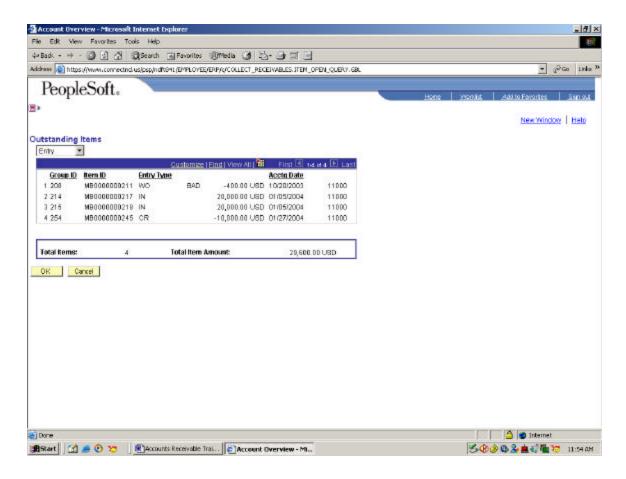
 Click on <u>Customer Name</u> hyperlink to access all the setup information for the customer, including addresses and customer groups.





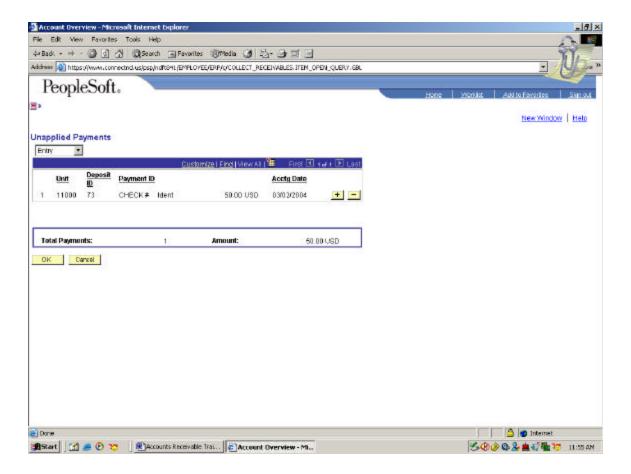
 Click the <u>Outstanding Items</u> link to access the Outstanding Items page where you can view details on outstanding items.





- Click OK.
- Click the <u>Unapplied Payments</u> hyperlink to view payments for the customer that have not yet been applied.



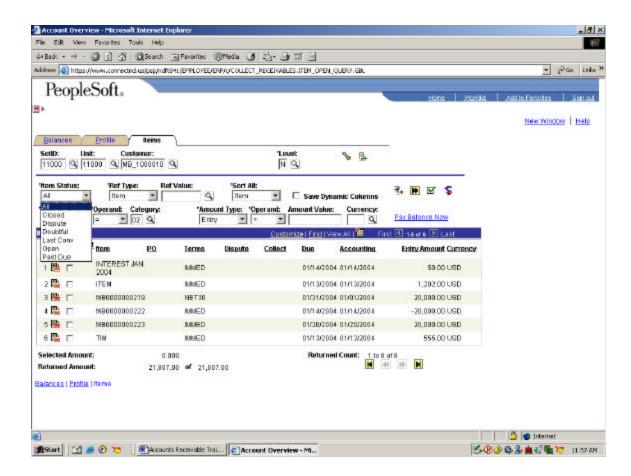


- Click OK.
- Click on the Items tab.

Note: The Customer Item Inquiry - Items page gives you the flexibility to query item data using many or few criteria, in a variety of combinations.



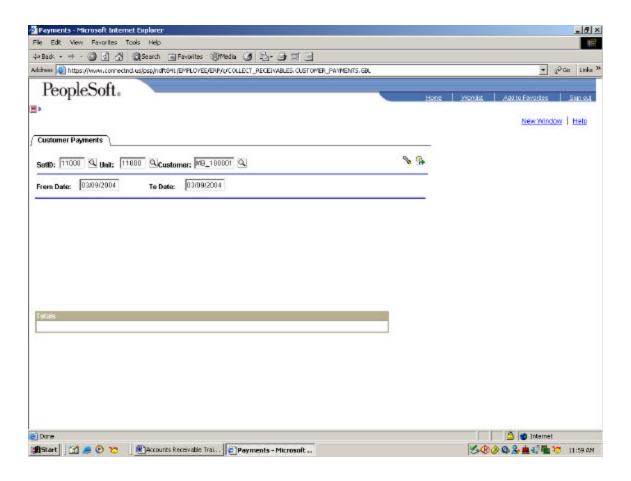




# **Customer Payments**

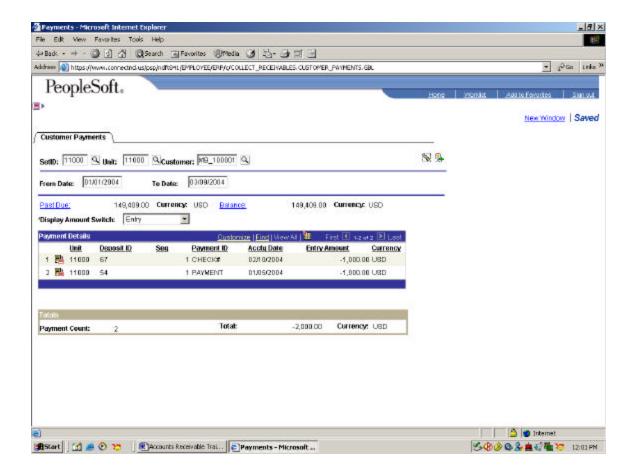
Accounts Receivable > Collections > Customer Information > Payments





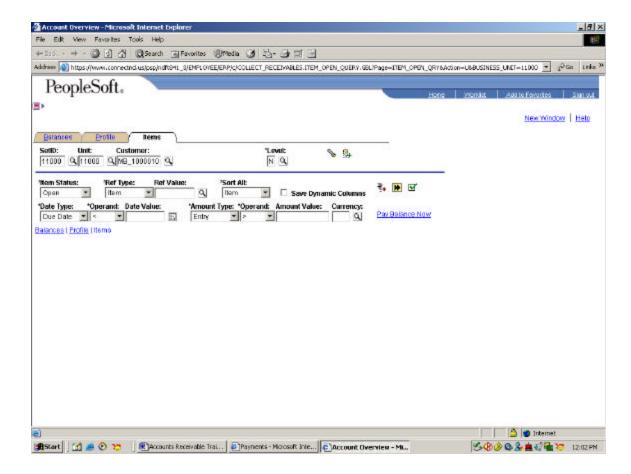
- SetId: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon use and choose from a list of valid values.
- Business Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Enter Customer ID. Click on the magnifying glass icon to see and choose from a list of valid values.
- Enter a From/To Date to determine the time period for which you want to review payments. Click to view a calendar.
- Click on refresh icon





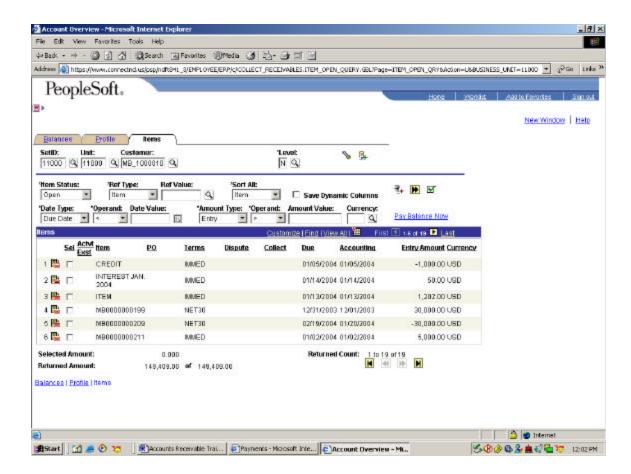
 Click the <u>Balance</u> hyperlink to access the Customer Item Inquiry page. A new window will pop up.





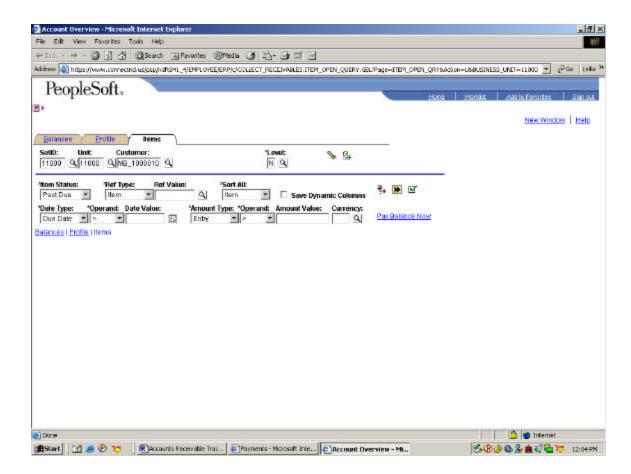
Click on refresh icon





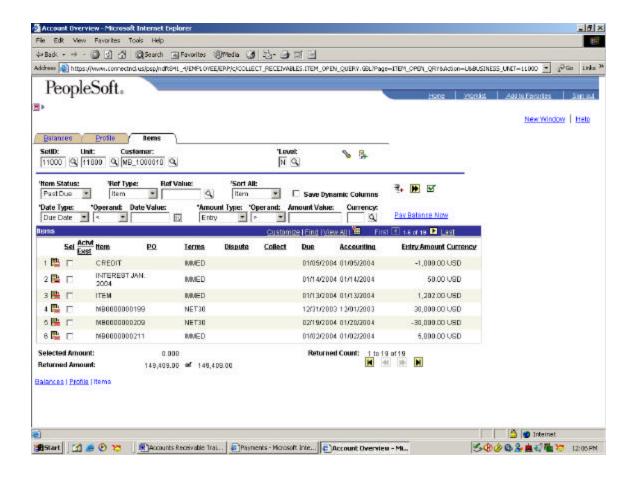
 Click the <u>Past Due</u> hyperlink to access the Customer Item Inquiry - Items page for more detailed information.





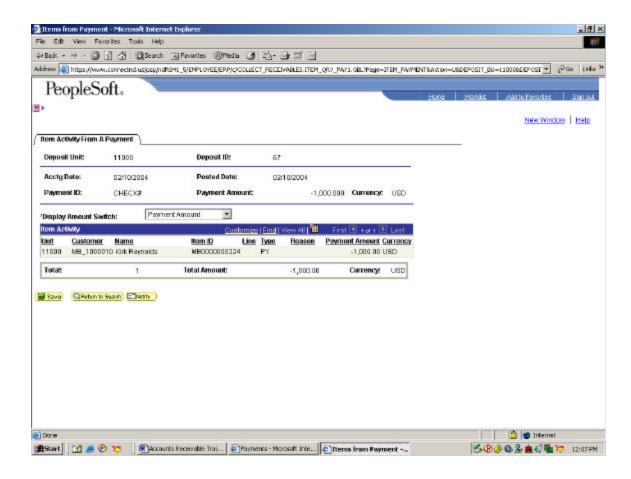
Click on refresh icon





• Click on the Show Payment Information icon next to the Deposit ID to bring up a new window with the Item Activity Form a Payment page.



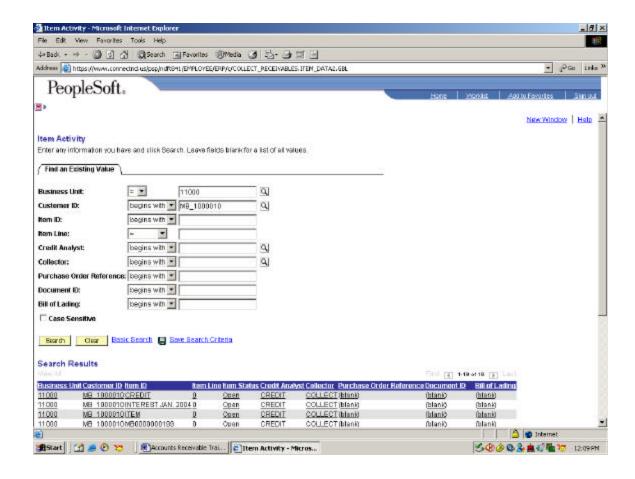




# **Item Information**

# Item Activity

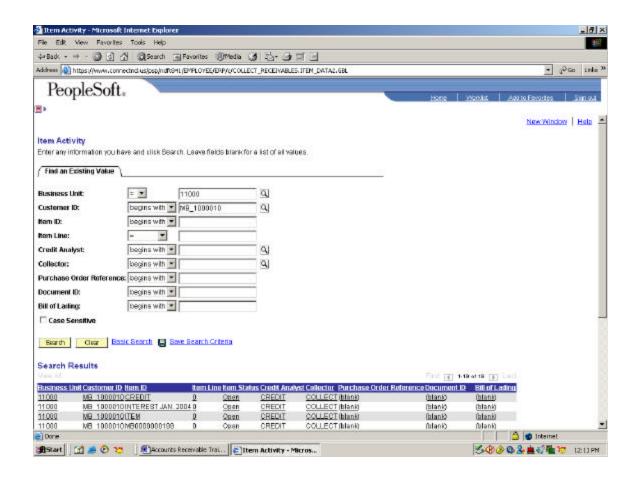
Accounts Receivable > Collections > Item Information > Item Activity



- Business Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon use and choose from a list of valid values.
- Customer ID: Enter the appropriate customer id. Click on the magnifying glass icon  $\overline{\mathbf{Q}}$  to see and choose from a list of valid values.
- Click Search



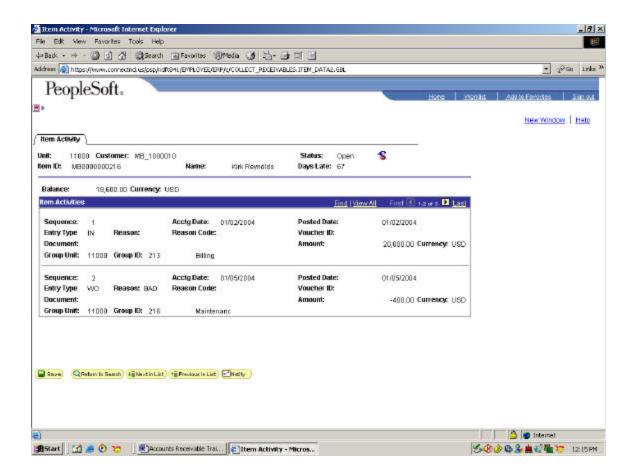




Select the appropriate Item ID.



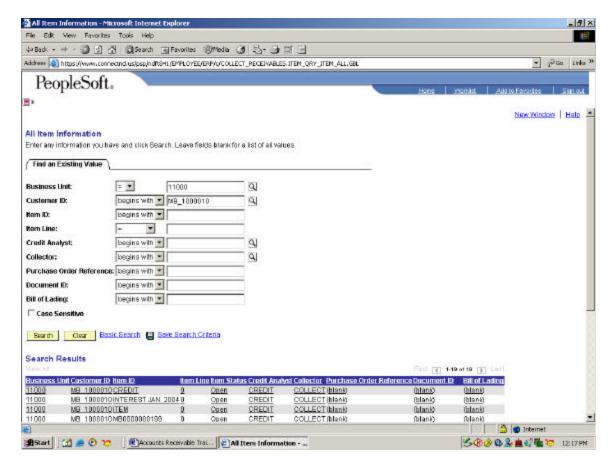




# All Item Information

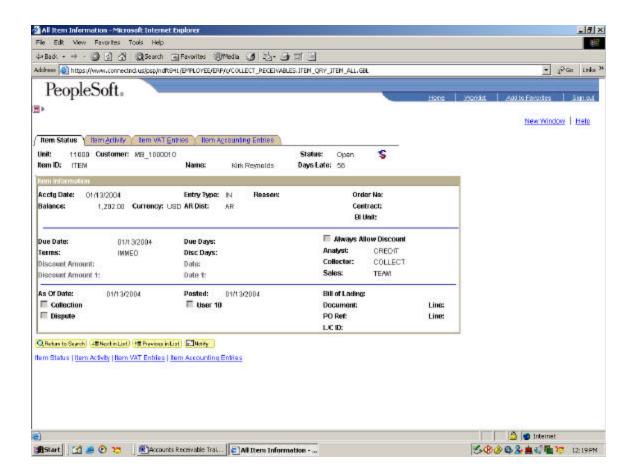
Accounts Receivable > Collections > Item Information > All Item Information





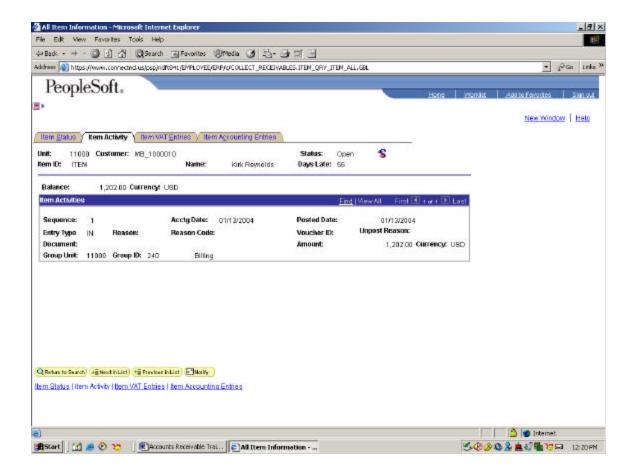
- Business Unit: Accounts Receivable / Billing Business Unit. Click on the magnifying glass icon to see and choose from a list of valid values.
- Customer ID: Enter the appropriate customer id. Click on the magnifying glass icon  $\overline{\mathbf{Q}}$  to see and choose from a list of valid values.
- Click Search
- · Select the appropriate Item ID.





• Click on the Item Activity tab.





• Click on the Item Accounting Entries.



